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Part 1, Pages 1-72

Biography to Motivation

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Biography

BL2785.F10 2000

RECOLLECTIONS: VICTOR E. FRANKL AN AUTOBIOGRAPHY

In these stirring recollections, Frankl describes how as a young doctor of neurology in prewar Vienna has disagreements with Freud and Adler. This led to the development of "the third Viennese School of Psychotherapy," known as logotherapy. It recounts his harrowing trials in four concentration camps during the War; and reflects on the celebrity brought by the publication of Man's Search for Meaning in 1945.

144 PP.

Joseph Fabry and
Judith Fabry

HC102.5.A2A95 1997

HIGHWAYMEN, THE: WARRIORS OF THE INFORMATION SUPERHIGHWAY

The Highwaymen is a riveting and compelling look behind the scenes at the vanities and visions of such chief players as Rupert Murdoch, Ted Turner, Time Warner, Disney, Viacom, and Microsoft. It is an account of the explosive landscape of telecommunications, and as such provides an indispensable guide to today's world.

358 PP.

Ken Auletta

HD9696.C62G3379 1997

OVERDRIVE: BILL GATES AND THE RACE TO CONTROL CYBERSPACE

The battle for control of cyberspace is far from over, but Microsoft is clearly not to be trifled with. The tale of how the company repositioned itself in the race makes for fascinating reading.

James Wallace

HD9696.C6414887 1990

FATHER SON AND CO: MY LIFE AT IBM AND BEYOND

Thomas Watson and
Peter Petre

Change

HD58.8.C65672 2008

APPRECIATIVE INQUIRY HANDBOOK: FOR LEADERS OF CHANGE, 2nd Edition

One of today's most popular change methods, Appreciative Inquiry (AI) has been used to undertake transformational initiatives in dozens of organizations, ranging from McDonald's to the U.S. Navy to Save the Children. The assumption of AI is simple. Every organization has something that works right -- things that give it life when it is vital, effective, and successful. AI begins by identifying this positive core and connecting organizational visions, plans, and structures to it in ways that heighten energy and inspire action for change.

454 PP.

David L. Cooperrider, et. Al.

HD58.8.L86 2003

FISH! STICKS: A REMARKABLE WAY TO ADAPT TO CHANGING TIMES AND KEEP YOUR WORK FRESH

The authors examine change as a necessary, ongoing process that should never stop--at least not if one wants to keep the workplace vital and fully alive. Using a fictitious sushi restaurant as an example, this fable examines the three principles that the authors believe are necessary for continuing success: Find It ("it" being each employee's personal vision of the business), Live It, and Coach It.

121 PP.

Stephen C. Lundin, et al

BF441.H10 1998

ESSENTIAL MANAGERS: MANAGING CHANGE

This book will provide practical techniques to show you how to initiate, anticipate and respond positively to change in order to become an efficient and flexible manager.

72 PP.

Robert Heller

BF637.B37 1988

DISCOVERING THE FUTURE: THE BUSINESS OF PARADIGMS

The author and host of the best-selling corporate video of all time, *Discovering the Future: The Business of Paradigms*, leads businesses into the 21st century. This critically acclaimed book is filled with tools for maintaining an edge on the competition.

240 PP.

Joel Barker

BF637.C4J64 1998

WHO MOVED MY CHEESE? AN AMAZING WAY TO DEAL WITH CHANGE IN YOUR WORK AND IN YOUR LIFE

This book presents a simple parable that reveals profound truths about change. It is an amusing and enlightening story of four characters, who react differently in the face of unexpected change. This tale teaches employees how to accept and even seek possibilities that inevitable change brings.

94 PP.

Spencer Johnson

BF637.C4K44 2000

HOW THE WAY WE TALK CAN CHANGE THE WAY WE WORK

In this intensely practical book, the authors help each of us arrive at our own particular answers that can solve the puzzling gap between what we intend and what we are able to accomplish.

256 PP.

Robert Kegan and
Lisa L. Lahey

BF774.I54 2007

INFLUENCER: THE POWER TO CHANGE ANYTHING

Whether you're a CEO, a parent, or merely a person who wants to make a difference, you probably wish you had more influence with the people in your life. But most of us stop trying to make change happen because we believe it is too difficult, if not impossible. In this book you will be taught each and every step of the influence process-including robust strategies for making change inevitable in your personal life, your world.

230 PP.

Kerry Patterson, et al

HD2731.C623 2000

MANAGING THE EVOLVING CORPORATION

Faced with an ever-changing marketplace and a business environment in constant flux, many managers are looking for ways not only to adapt to change, but also to profit from it. This book provides the tools with which to do both.

238 PP.

Langdon Morris

HD31.C514 2001

POWER OF SIX SIGMA, THE: AN INSPIRING TALE OF HOW SIX SIGMA IS TRANSFORMING THE WAY WE WORK

Six Sigma training is a revolutionary process that has been utilized by scores of corporations. To many, its exacting guidelines sound so daunting that they seem almost impossible to enact. They aren't. To show how Six Sigma can empower managers, Subir Chowdhury presents here a commute-sized fable that embodies the philosophy behind the system.

144 PP.

Subir Chowdhury

HD31.D77337 1995

MANAGING IN A TIME OF GREAT CHANGE

A wide-ranging guide for navigating the rapids-strewn course that will take the American economy into the 21st century, *Managing in a Time of Great Change* covers such issues as the U.S. economy's profound and rapid power shift, competition in the global economy, and ways to develop new international markets.

384 PP.

Peter F. Drucker

HD57.7.J649 2007

LEADERSHIP AGILITY: FIVE LEVELS OF MASTERY FOR ANTICIPATING AND INITIATING CHANGE

"Leadership Agility", is a unique and extraordinarily important contribution to our understanding of what it takes to lead in a world of rapid change and increasing complexity. The authors show us with vivid real-life examples how leaders grow, that this growth is essential to achieving higher levels of success, and that agility is the new master skill of leadership.

322 PP.

Bill Joiner and
Stephen Josephs

HD58.8.A265 2004

CHANGE WITHOUT PAIN: HOW MANAGERS CAN OVERCOME INITIATIVE OVERLOAD, ORGANIZATIONAL CHAOS, AND EMPLOYEE BURNOUT

The author presents an approach to organizational improvement that mines people, processes, cultures, and social networks already existing within a company and recombines them to achieve new results. He proposes that companies re-deploy talent rather than downsize, leverage social networks rather than IT networks, and revive values rather than invent them.

218 PP.

Eric Abrahamson

HD58.8.A722 2009

MANAGING CHANGE, CREATIVITY AND INNOVATION

Managing Change, Creativity and Innovation brings together comprehensive aspects of change and innovation management, providing students with an accessible and wide-ranging resource for study, debate and inspiration. Balancing theory with practice, this book looks at the human side of managing change and creativity, treating them as interdependent aspects of management and organizations.

374 PP.

Constantine Andriopoulos and
Patrick Dawson

HD58.8.A744 1993

KNOWLEDGE FOR ACTION: A GUIDE TO OVERCOMING BARRIERS TO ORGANIZATIONAL CHANGE

Knowledge for Action presents a step-by-step description of how to diagnose an organization's capacity to learn, analyze the data, and design and implement effective interventions that help change the status quo and create a more dynamic and innovative organization.

309 PP.

Chris Argyris

HD58.8.B10 2003

STRATEGIC ORGANIZATIONAL CHANGE: A PRACTITIONER'S GUIDE FOR MANAGERS AND CONSULTANTS

In this book, Dr. Beitler begins by providing a systematic approach for diagnosing organizational problems. Then he offers his step-by-step approach for designing and implementing organizational change interventions. Everything is written in a practical, easy-to-follow style, with an abundance of checklists and practice tools!

233 PP.

Michael A. Beitler

HD58.8.B455 1990

TEACHING THE ELEPHANT TO DANCE: EMPOWERING CHANGE IN YOUR ORGANIZATION

According to James Belasco, too many organizations are like elephants: the only way to move them is to light a fire in the tent. Teaching the Elephant to Dance lights that fire, showing step by step how to create organizational change by selling a vision, hiring the right people, creating heroes, dealing with doubters, setting examples, and rewarding the faithful. The book makes its case by citing examples of strategies successfully used in companies such as Levi Strauss, Sony, Apple, Wal-Mart, and IBM.

275 PP.

James A. Belasco

HD58.8.B657 2004

CONFRONTING REALITY: DOING WHAT MATTERS TO GET THINGS RIGHT

This book will change the way you think about and run your business. It is the first book that shows how to connect the big picture of the new era of business with the nitty-gritty of what to do about it. Through a completely new way to understand and use the business model as the primary tool for confronting reality — a breakthrough that will become the management innovation of this decade.

227 PP.

Larry Bossidy and
Ram Charan

HD58.8.B75 1991

MANAGING TRANSITIONS: MAKING THE MOST OF CHANGE

Managing Transitions provides practical, step-by-step strategies for reaching this goal and for minimizing the disruptions caused by workplace change. It is an invaluable managerial tool for navigating an inevitably tumultuous time.

144 PP.

William Bridges

HD58.8.C10 1994

MASTERING CHANGE MANAGEMENT: A PRACTICAL GUIDE FOR TURNING OBSTACLES INTO OPPORTUNITIES

Change is no longer a choice. It is inevitable at all levels of an organization. Knowing how to anticipate and deal with change creates opportunities and helps produce the results you desire.

101 PP.

Richard Y. Chang

HD58.8.C10W08 2008

ESSENTIALS OF APPRECIATIVE INQUIRY

This book consists of the first seven chapters in the Appreciative Inquiry Handbook, 2nd Edition, this shortened version is aimed at academicians, students, and workshop leaders. It also covers the theoretical background and core elements of the AI process. In addition, it offers six mini-lectures which succinctly introduce adherents to the process of AI.

280 PP.

David C. Cooperrider, et. al.

HD58.8.C13 2009

CHANGE BY CHOICE: THE ART OF MANAGING CHANGE

'Change' and 'choice' are words that evoke a range of responses, many of them negative! Via a conversational style, the author uses a mix of analogies to examine our psychology towards change and choice, as well as the practicalities of achieving sustained change in our lives, be it within our families or workplace.

215 PP.

Philip Cox-Hynd

HD58.8.C453 1993

CHANGE AT WORK: A COMPREHENSIVE MANAGEMENT PROCESS FOR TRANSFORMING ORGANIZATIONS

Offering a human systems approach to organizational change, this book shows how organizations can respond to change with intelligence and compassion.

261 PP.

Oscar G. Mink

HD58.8.C652 1993

MANAGING AT THE SPEED OF CHANGE: HOW RESILIENT MANAGERS SUCCEED AND PROSPER

Daryl Conner runs the world's premier consulting firm devoted exclusively to change. Here, he coaches middle- and top-level executives in implementing business innovations on time and under budget.

282 PP.

Daryl R. Conner

HD58.8.C67 1994

MANAGING CHANGE IN THE WORKPLACE

In the competitive market, consistent and competent work performance is not enough: today's supervisors and employees must be flexible enough to adapt to a work environment refined by change, continuous improvement, and reengineering. This book introduces you to change management skills that will become increasingly valuable in the years ahead.

Sheila J. Costello

HD58.8.D833 2001

CHANGE MONSTER, THE: THE HUMAN FORCES THAT FUEL OR FOIL CORPORATE TRANSFORMATION AND CHANGE

This is a brilliant look at corporate change, mergers, reorganization, transformations, and why they succeed or fail.

304 PP.

Jeanie D. Duck

HD58.8.E275 2001

MAKING SIX SIGMA LAST: MANAGING THE BALANCE BETWEEN CULTURAL AND TECHNICAL CHANGE

This offers tools for making Six Sigma more effective in any modern organization, showing how to drive forward toward a dramatic improvement in Sigma performance as well. Concentrates on balancing the cultural work component with the technical aspects to create a systematic method that takes into account the need for Six sigma and resistance to it.

256 PP.

George Eckes

HD58.8.F68 1989

UNDERSTANDING ORGANIZATIONAL CHANGE: CONVERTING THEORY TO PRACTICE

In this book the objective is to provide the reader with a basic understanding of several major theoretical models of change and show how these models can be understood and applied to real-world situations. By applying the information presented, the reader will become a successful "change agent".

196 PP.

Lynn B. Fossum

HD58.8.F687 2001

CREATIVE DESTRUCTION: WHY COMPANIES THAT ARE BUILT TO LAST UNDERPERFORM THE MARKET - AND HOW TO SUCCESSFULLY TRANSFORM THEM

In a book that is sure to shake the business world to its foundations, Creative Destruction, like Re-Engineering the Corporation before it, offers a new paradigm that will change the way we think about business.

384 PP.

Richard N. Foster and
Sarah Kaplan

HD58.8.F84 2008

SIX SECRETS OF CHANGE, THE: WHAT THE BEST LEADERS DO TO HELP THEIR ORGANIZATIONS SURVIVE AND THRIVE

The author argues that the world is too complex for any theory to possess unassailable certainty, and leaders should shy away from relying on a single blueprint for success. Instead, good leaders should use theories of action to guide their decisions, but remain open to new data that may direct further action. Fullan advocates adopting theories that travel practical insights that travel across sectors, geography and culturally diverse situations and point to actions likely to be effective given the circumstances.

176 PP.

Michael Fullan

HD58.8.G765 1996

ONLY THE PARANOID SURVIVE: HOW TO EXPLOIT THE CRISIS POINTS THAT CHALLENGE EVERY COMPANY AND CAREER

Under Andy Grove's leadership, Intel has become the world's largest chipmaker, the fifth-most-admired company in America, and the seventh-most-profitable company among the Fortune 500.

210 PP.

Andrew S. Grove

HD58.8.H356 1993

REENGINEERING THE CORPORATION: A MANIFESTO FOR BUSINESS REVOLUTION

Examining the firsthand experiences of companies that have reinvented themselves for success, Hammer and Champy present their revolutionary blueprint for creating a new kind of company for the brave new world of business.

223 PP.

Michael Hammer and
James Champy

HD58.8.J436 2007

MANAGING THE DYNAMICS OF CHANGE: THE FASTEST PATH TO CREATING AN ENGAGED PRODUCTIVE WORKFORCE

This action-oriented book presents the revolutionary J Curve model, which tracks people's performance, thoughts, and emotions at each of the five stages of the change process, from resistance through positive acceptance-key knowledge you need to lead your team and speed implementation. Used by leading companies such as IBM, Chevron, Toyota-Lexus, and 3M, the J Curve gives you proven tactics and tools for quickly getting employees to a positive stage on the curve.

222 PP.

Jerald M. Jellison

HD58.8.K52 1985

HOW TO MANAGE CHANGE EFFECTIVELY: APPROACHES, METHODS AND CASE EXAMPLES

This highly-praised book shows how to manage changes--while gaining acceptance and commitment from employees--in such areas as incentive plans, personnel policies, production systems, job designs, and organizational goals.

280 PP.

Donald L. Kirkpatrick

HD58.8.K645 2002

HEART OF CHANGE, THE: REAL-LIFE STORIES OF HOW PEOPLE CHANGE THEIR ORGANIZATIONS

This book struck a powerful chord with legions of managers everywhere. It acknowledged the cynicism, pain, and fears they faced in implementing large-scale change-but also armed them with an eight-step plan of action for leaping boldly forward in a turbulent world.

190 PP.

John P. Kotter

HD58.8.K672 2006

OUR ICEBERG IS MELTING: CHANGING AND SUCCEEDING UNDER ANY CONDITIONS

Kotter presents his framework for an effective corporate change initiative through the tale of a colony of Antarctic penguins facing danger-inspired, perhaps, by today's real-life global warming crisis. This light, quick read should fulfill its intended purpose: to serve as a springboard for group discussions about corporate culture, group dynamics and the challenges of change.

160 PP.

John Kotter

HD58.8.L494 2007

APPRECIATIVE INQUIRY FOR CHANGE MANAGEMENT: USING AI TO FACILITATE ORGANIZATIONAL DEVELOPMENT

Appreciative Inquiry (AI) is one of the most exciting and increasingly recognized concepts being used to facilitate organizational change. This book studies AI in depth, illustrating the method of asking particular questions and envisioning the future, encouraging staff to consider both the positive and negative systems in place and to recognize the need to implement change. It demonstrates how AI can be practically applied by combining the skills, perspectives and approaches presented here into a practical conversational approach to organizational challenges. 247 PP.

Sarah Lewis, et al

HD58.8.M528 2002

CHANGE AGENT'S GUIDE TO RADICAL IMPROVEMENT, THE

Change agents are individuals with the knowledge, skills and tools to help organizations achieve radical improvement. Miller offers this guide for change agents to use in meetings as they facilitate teams through the change agent model. Each chapter presents the concepts and explains the step-by-step procedure for that phase of the change agent model.

312 PP.

Ken Miller

HD58.8.N10 2007

MANAGING CHANGE STEP BY STEP: ALL YOU NEED TO BUILD A PLAN AND MAKE IT HAPPEN

Change Management is not a single, coherent and agreed upon approach but rather an assortment of tools, techniques, methods and simple good intentions - all of which are simply and practically broken down by this book. The problems with change management is at all levels of management and many people have roles which require them to not only perform the traditional day-to-day tasks associated with being a manager, but also need to deliver ongoing change in their teams, departments or divisions. This book shows how change management can be constructively approached by a practical frame work.

243 PP.

Richard Newton

HD58.8.O72842 2009

ORGANIZATION OF THE FUTURE 2, THE: VISIONS, STRATEGIES, AND INSIGHTS ON MANAGING IN A NEW ERA

The 49 contributors to this collection, an eclectic mix of executives, academics, management experts and consultants offer highly accessible, often conversationally written essays intended as thought-provoking goads to action or change in today's business environment. The emphasis is on creating flexible organizational structures that can respond effectively to global competition, information technology, innovation and customers' changing habits.

348 PP.

Frances Hellelbein and
Marshall Goldsmith, Editors

HD58.8.Q56 1996

DEEP CHANGE: DISCOVERING THE LEADER WITHIN

Through a series of stories, Quinn offers a new path that will help people in the trenches of today's modern organizations move beyond daily struggles into a position of peace, power, freedom and influence. Deep Change explores the process of internally driven leadership.

236 PP.

Robert E. Quinn

HD58.8.S39 1989

MANAGING ORGANIZATIONAL CHANGE: A PRACTICAL GUIDE FOR MANAGERS

This self-study book offers examples and exercises which help managers and supervisors help their employees cope with organizational change.

96 PP.

Cynthia D. Scott and
Jaffe Scott

HD58.8.T86 2000

MANAGING CHANGE: PRACTICAL STRATEGIES FOR COMPETITIVE ADVANTAGE

As business operations and competition become more global, companies have to rise to the challenges posed by changes in technology, products, and individual competencies. The author addresses these issues and provides sound strategies for incorporating change into any organization's management.
335 PP.

Kari Tuominen

HD58.8K65 1996

LEADING CHANGE

Geared toward managers and business students, this leadership guide identifies an eight-step process that companies must go through to achieve their goals. It also details change issues, the force behind successful change and future trends for organizations. To help illustrate principles, the author provides interesting stories and examples.
187PP.

John P. Kotter

HD58.9.H10 1998

THIN BOOK OF APPRECIATIVE INQUIRY, THE [2nd Edition]

This is an easy to read introduction to Appreciative Inquiry.
63 PP.

Sue Annis Hammond

HD70.U5P426 1987

THRIVING ON CHAOS: HANDBOOK FOR A MANAGEMENT REVOLUTION

Addressing American industry's continuing decline in foreign and domestic markets the author offers a detailed plan for unstructured business activity in which some readers will see not only chaos but also anarchy.

Tom Peters

HD9680.B74S67 2004

SEVEN-DAY WEEKEND, THE: CHANGING THE WAY WORK WORKS

Mr. Semler's premise is remarkably simple: If work can spill over into our weekends, thanks to cell phones, faxes and pagers, why can't our weekends- read free time-be integrated into the traditional workweek? 'To put it another way,' Mr. Semler writes in this chatty, engaging book, 'people who have learned to answer e-mails on Sunday evenings also need to learn how to go to the movies on Monday afternoons.'
246 PP.

Ricardo Semler

HF5.549.5.S8R63 2003

IDEAS ARE FREE: HOW THE IDEA REVOLUTION IS LIBERATING PEOPLE AND TRANSFORMING ORGANIZATIONS

The authors have teamed up for an energetic examination of the "idea revolution" framework. They show how organizations can move away from the scientific management model that expects workers to do instead of think and accept a culture that values the experience, creativity, and ideas of the ordinary people. They address the fundamentals of idea programs and rewards schemes-how to implement and nourish them and then keep them from running amok.
232 PP.

Alan G. Robinson and
Dean M. Schroeder

HF5548.32.C58X 2000

CLUETRAIN MANIFESTO, THE: THE END OF BUSINESS AS USUAL

The Cluetrain Manifesto presents a stunning tapestry of anecdotes, object lessons, parodies, war stories, and suggestions, all aimed at illustrating what it will take to survive and prosper in the fast-forward world on the wire.
190 PP.

Rick Levine, et al

HF5548.32.H367 2007

BUSINESS PROCESS CHANGE: A GUIDE FOR BUSINESS MANAGERS AND BPM AND SIX SIGMA PROFESSIONALS, 2nd Edition

In this balanced treatment of the field of business process change, Paul Harmon offers concepts, methods, cases for all aspects and phases of successful business process improvement. Updated and added for this edition are coverage of business process management systems, business rules, enterprise architectures and frameworks (SCOR), and more content on Six Sigma and Lean—in addition to new coverage of performance metrics.

49 PP.

Paul Harmon

HF5548.85.P68 1987

PREVENTING JOB BURNOUT: TRANSFORMING WORK PRESSURES INTO PRODUCTIVITY

This book offers intelligent and insightful alternatives to burning out on the job.

104 PP.

Beverly A. Potter

Coaching

BF637.P36W54 2007

BECOMING A PROFESSIONAL LIFE COACH: LESSONS FROM THE INSTITUTE FOR LIFE COACH TRAINING

Personal and professional coaching, which has emerged as a powerful career in the last several years, has shifted the paradigm of how people who seek help with life transitions find a "helper" to partner with them in designing their desired future.

348 PP.

Patrick Williams and
Diane S. Mendez

FV711.H10 2010

COACHING UP AND DOWN: THE GENERATIONS

Coaching allows the satisfaction of saying or doing things that enable another person to achieve his or her goals. In Coaching Up and Down the Generations, Lisa Haneberg presents in her fun and breezy style the fundamentals of coaching, including topics such as push versus pull coaching, acting as a catalyst, learning how to listen, and providing accountability and structure. Moreover, she provides insight into generational differences that can make communication difficult and coaching impossible.

106 PP.

Lisa Haneberg

HD30.4.A53 2005

COACHING THAT COUNTS: HARNESSING THE POWER OF LEADERSHIP COACHING TO DELIVER STRATEGIC VALUE

Coaching That Counts is filled with compelling insights on leadership coaching and how to manage this powerful development process to deliver strategic value. A must read for anyone involved in coaching.

285 PP.

Dianna Anderson and
Merrill Anderson

HD30.4.B75 2010

EFFECTIVE GROUP COACHING: TRIED AND TESTED TOOLS AND RESOURCES FOR OPTIMUM GROUP COACHING RESULTS

Group coaching is rapidly becoming the preferred coaching option for businesses and individuals. Effective Group Coaching is a practical, resource rich, hands-on guide for the group coaching facilitator in one of the fastest growing new disciplines. Organizations, community groups and individuals are discovering that group coaching is an exciting and sustainable model and process for learning and growth. Written for internal and external coaches, HR professionals, trainers and facilitators wanting to expand their work into this area, this book provides tested methodologies and tools and tips.

286 PP.

Jennifer J. Britton

HD30.4.C38 2006**CCL HANDBOOK OF COACHING, THE: A GUIDE FOR THE LEADER COACH**

The book uses a coaching framework to give a compass to leaders who are called to coach as a means of building sustainability and boosting performance in their organizations. The book explores the special considerations that leader coaches need to account for when coaching across differences and in special circumstances, describes advanced coaching techniques, and examines the systemic issues that arise when coaching moves from a one-to-one relationship to a developmental culture that embraces entire organizations.

466 PP.

Sharon Ting and
Peter Scisco, Editors

HD30.4.C63 2000**COACHING FOR LEADERSHIP: HOW THE WORLD'S GREATEST COACHES HELP LEADERS LEARN**

Put coaching into practice in your organization! Executive coaching is dramatically increasing in popularity. Leaders around the world are both using coached and becoming coaches. But, the understanding of what executive coaching is and how it can increase leaders' effectiveness has not grown as fast as the application of this process. How leaders can make the best use of the coaching process.

392 PP.

Marshall Goldsmith, et al.

HD30.4.H10K8 2001**USING YOUR EXECUTIVE COACH**

Managers who are considering a developmental plan that calls for an executive coach need more than a desire to improve their leadership capabilities. They also need to understand how to get the most from their work with a professional coach. This guidebook can help managers understand the unique nature of a coaching engagement and to assess their readiness to embark on this method of professional development.

30 PP.

E. Wayne Hart and
Karen Kirkland

HD30.4.U53 2008**EXECUTIVE COACHING FOR RESULTS: THE DEFINITIVE GUIDE TO DEVELOPING ORGANIZATIONAL LEADERS**

This book includes topics such as: Integrating coaching into your organization's overall leadership development strategy, locating and screening coaches worldwide, developing an internal coaching program, deciding which coaching assessments and instruments are appropriate to your situation, measuring the impact and ROI of coaching, and following up after coaching.

189 PP.

Brian O. Underhill, et al

HD338.C10 2002**MONDAY MORNING LEADERSHIP: 8 MENTORING SESSIONS YOU CAN'T AFFORD TO MISS**

Read a story that can help your career. This book offers encouragement and direction that will help you become a better manager, employee, and person.

112 PP.

David Cottrell

HD38.HBR10 2006**POCKET MENTOR: LEADING PEOPLE**

Becoming a leader doesn't happen by osmosis. If you want to be an effective leader, you need to work at it. This guide helps by showing you how to create a trusting environment, adapt to changing situations, and use persuasion to influence others.

83 PP.

Harvard Business
School Press

HD58.8.C56 2010

TUESDAY MORNING COACHING: EIGHT SIMPLE TRUTHS TO BOOST YOUR CAREER AND YOUR LIFE

Author David Cottrell takes you on a success journey where you will learn eight simple but powerful truths that will help you and your organization unleash your potential beginning today. In this engaging story, Cottrell introduces us to Ryan Harris, a successful manager who is burned out and tired of working hard but going no where. Looking for guidance, Ryan reaches out to a semi-retired executive, who agrees to coach Ryan for eight consecutive weeks. Ryan soon discovers that the simple truths of success can be found all around him.

152 PP.

David Cottrell

HD58.8.H10 2006

COACHING BASICS

Targeted and focused, "Coaching Basics" is an essential resource for anyone wishing to boost both individual and company-wide performance.

117 PP.

Lisa Hanenberg

HD58.8.K56 1989

COACHING FOR COMMITMENT: INTERPERSONAL STRATEGIES FOR OBTAINING SUPERIOR PERFORMANCE

This book guides you through the process of evaluating, building, and using social capital. The author focuses on how to take full advantage of what he calls "hidden resources" in both personal and business networks. The goal of building social capital as an organizational competence is the same as building it as an individual competence.

125 PP.

Dennis Kinlaw

HD58.82.W47 2009

COACHING FOR PERFORMANCE: GROWING PEOPLE, PERFORMANCE AND PURPOSE [4th Edition]

This handbook has detailed advice on avoiding a 'blame culture' and fostering empowered performance. It will help you learn the skills, and the art of good coaching, and realize its enormous value in unlocking people's potential to maximize their own performance.

180 PP.

John Whitmore

HD58.M10 2003

COACHING: 50 LESSONS FOR BUSINESS RESULTS

Learn what really goes on in the successful business teams and how to apply simple methods that create lasting results.

105 PP.

Mark W. Morgan

HF5385.B39 2006

COACHED TO LEAD: HOW TO ACHIEVE EXTRAORDINARY RESULTS WITH AN EXECUTIVE COACH

This book offers step-by-step advice for achieving the same extraordinary results that top leaders get from executive coaching. Filled with insider tips, engaging real-life cases, and handy checklists and sample documents, Coached to Lead will help anyone who considers working with a professional coach to make smart decisions that maximize valuable resources.

250 PP.

Susan Battley

HF5385.B45 2002

MANAGERS AS MENTORS: BUILDING PARTNERSHIPS FOR LEARNING [2nd Edition]

The author explains what mentoring is (and is not) and provides a way for readers to assess their own attributes for the practice. Subsequent information--designed to be personalized and read in any order--deals with such specifics as giving advice properly, gaining protégé acceptance, lessening the fear factor, and finding time to commit to the process.

220 PP.

HF5385.B76 2000

COACHING AND MENTORING FOR DUMMIES: A REFERENCE FOR THE REST OF US!

The fun and easy guide to today's hottest trends in management training, Coaching and Mentoring For Dummies shows managers how to take advantage of these state-of-the-art management tools -- without spending hundreds of dollars on training seminars.

328 PP.

Marty Brounstein

HF5385.C10 1999

MENTEE'S GUIDE TO MENTORING, THE

The Mentee's Guide to Mentoring offers practical guidance in the art of establishing and maintaining productive interpersonal communication with mentors. Mentees who are knowledgeable about the dynamics of the one-to-one mentoring relationship - especially from the perspective of the trained mentor - will be in a stronger position to directly contribute to a more effective utilization of time and energy during their own participation in a mentoring program.

71 PP.

Norman H. Cohen

HF5385.F55 1998

COACHING: EVOKING EXCELLENCE IN OTHERS

This book shows that the only way to truly help people grow is to help them in developing new practices and new language, and that the only way to coach effectively is to enter into a reciprocal relationship where 'coach' and 'coachee' engage in a dance of mutual influence and growth.

200 PP.

James Flaherty

HF5385.M39 2008

MENTORING 101: WHAT EVERY MANAGER NEEDS TO KNOW

Drawing from many of John Maxwell's bestsellers, this book explores the timeless principles that have become Dr. Maxwell's trademark style. In a concise, straightforward voice, Maxwell focuses on essential and time-tested qualities necessary for developing mentoring relationships that make a difference in the lives of your colleagues and the life of your business.

96 PP.

John C. Maxwell

HF5385.S12 2008

MENTORING PARTNER'S HANDBOOK

"Hands on" workbook that takes you and your mentoring partner through the phases of establishing and maintaining a productive and satisfying mentoring relationship. Complete set of exercises and worksheets are provided, all you do is fill in the information then dialogue with your partner.

36 PP.

Matt M. Starcevich

HF5385.S14 2005

MENTORING PARTNERSHIP AUDIT

This book delivers a self-scoring feedback tool which evaluates the extent to which both the Mentor and Partner engage in critical behaviors for nine areas that support the mentoring partnership.

11 PP.

Matt M. Starcevich

HF5385.S538 2009

MAKING THE MOST OF BEING MENTORED: MENTORS HELP, MENTEES DO [2nd Edition]

This book will teach you how to create a strong mentor/mentee relationship, and how to grow from that partnership. You will learn what mentors can offer you, ten reasons to become a mentee; how mentoring can help you manage your self-development, and how to pick a mentor. Mentoring programs have become prominent in many organizations, especially in today's highly technical environment.

111 PP.

Gordon F. Shea and
Stephen C. Gianotti

HF5385.S76 2007

COACHING, COUNSELING & MENTORING: HOW TO CHOOSE AND USE THE RIGHT TECHNIQUE TO BOOST EMPLOYEE PERFORMANCE

This is an essential guide for managers who want to build their confidence and skill in getting the most from their people. This updated and revised second edition includes useful scripts for talking to employees about sensitive issues, and new material on topics including working with off-site employees, what to say when an employee denies a problem exists, whether or not to coach temps and part-timers, how to draw the line between the mentoring and supervisory role, and what to do when counseling fails.

230 PP.

Florence M. Stone

HF5385.Z33 2009

MENTEE'S GUIDE TO MENTORING, THE: MAKING MENTORING WORK FOR YOU

"The Mentee's Guide to Mentoring" offers practical guidance in the art of establishing and maintaining productive interpersonal communication with mentors. Mentees who are knowledgeable about the dynamics of the one-to-one mentoring relationship - especially from the perspective of the trained mentor - will be in a stronger position to directly contribute to a more effective utilization of time and energy during their own participation in a mentoring program.

148 PP.

Lois J. Zachary with
Lori A. Fischler

BF637.S4W484 2007

CO-ACTIVE COACHING: NEW SKILLS FOR COACHING PEOPLE TOWARD SUCCESS IN WORK AND LIFE (WITH CD)

A newly revised edition of the book that helped define the coaching profession, Co-Active Coaching captures the essence of what it takes to design and maintain successful, collaborative, and empowering coaching relationships. The authors describe in detail their flexible and adaptive model-placing the client's agenda at the heart of the coaching partnership, define the skills required for success, provide dozens of sample coaching conversations, and a power-packed Coach's Toolkit of over 35 exercises, questionnaires, checklists, and forms to make these proven principles and techniques eminently practical and immediately actionable.

212 PP.

Laura Whitworth, et al

HF5548.8.M4924 1994

CORPORATE COACH, THE: HOW TO BUILD A TEAM OF LOYAL CUSTOMERS AND HAPPY EMPLOYEES

The founder of Miller Business Systems, an office supply company, presents his principles of customer focus that have enhanced his company's success. Through analogies, Miller relates his leadership concepts to sports teams, which will surely appeal to executives with annual box seats! All the current good ideas on serving customers, such as hiring customer-oriented employees, focusing internal processes on serving customers, constant systems redesign based on customer feedback, and long-term relationships with customers can be found in this program, read by the author.

233 PP.

James B. Miller and
Paul B. Brown

HF5549.12.L83 1994

COACHING SKILLS: A GUIDE FOR SUPERVISORS

Coaching can play a significant role in maximizing employee performance. It can also be instrumental in improving your management performance. Now, with this practical guide, you'll discover the essentials of coaching, including how to do it, when to do it and why it is necessary in today's business environment. This book also addresses ways to coach employees with special needs, including underachievers, overachievers, and those with disabilities.

100 PP.

Robert W. Lucas

HF5549.5.C13 2006

MONDAY MORNING MENTORING: TEN LESSONS TO GUIDE YOU UP THE LADDER

Through the books character's and their mentoring sessions, the reader meets a person of integrity who dispenses homespun but effective wisdom. Spend time with both characters, at their Monday morning meetings, and you will find yourself on the road to becoming a better leader and being more successful at work.

180 PP.

David Cottrell

HF5549.5.C364 2006

SEVEN KEYS FOR COACHING POWER: AN APPLICATION HANDBOOK FOR LEADERS ON THE FRONT LINE

The author introduces a new coaching model that will make you far more effective when addressing the performance improvement needs of your employees, helping them apply what they've learned back on the job and inspiring them to implement career plans. In seven easy-to-follow keys, she boils down the fundamental steps to becoming a Hall of Fame coaching success.

84 PP.

Stella Louise Cowan

HF5549.5.C53W48 2006

COACHING LEADERS: GUIDING PEOPLE WHO GUIDE OTHERS

Coaching Leaders is written for coaches who are in the challenging position of working with leaders and helping them excel as the top executives and managers in their organizations. The book is filled with illustrative examples from Daniel White's practice as a successful executive coach. His clients' stories reveal the human drama of becoming a leader and explore the courageous and fascinating accomplishments these individuals have achieved in order to grow professionally. Includes a wide variety of effective coaching concepts and the information needed to guide leaders and help them maintain the motivation to change; battle anxiety, fear, and resistance; and achieve emotional intelligence.

312 PP.

Daniel White

HF5549.5.C6G58 2006

POCKET MENTOR: GIVING FEEDBACK

How can you help employees learn, develop, and change in ways that benefit your organization? Give them the right feedback--in the right way. Here you will find a wealth of tools enabling you take on the task.

73 PP.

Harvard Business School Press

HF5549.5.C8L64 2004

COACHING REVOLUTION, THE: HOW VISIONARY MANAGERS ARE USING COACHING TO EMPOWER PEOPLE AND UNLOCK THEIR FULL POTENTIAL

"The Coaching Revolution" is for managers who recognize that times are changing and know they need to coach the people they manage to get the results they want. The payoff for becoming a manager-coach is clear: manager-coaches are more productive, their workplaces are more efficient, their people constantly develop their skills, and their companies' performances improve.

256 PP.

David Logan and
John King

HF5549.5.M6L364 2003

TAO OF COACHING, THE: BOOST YOUR EFFECTIVENESS AT WORK BY INSPIRING AND DEVELOPING THOSE AROUND YOU

Succinct and engaging, this book offers you advice on how to coach your team and colleagues, so you can better: Give and receive feedback. Apply the power of questioning - not just telling. Structure a coaching discussion. Build others' skills, for team results. Create more time for yourself, by delegating well.

164 PP.

Max Landsberg

HF5549.5.S13 2005

LEARNING PREFERENCECES & TARGETED MENTORING

Mentoring is the oldest form of human learning. If your mentoring partner just doesn't get it when you try to explain something or offer insight the answer may be that you each have different learning preferences. The Learning Preference Index (LPI) which is completed by both Mentor and Partner evaluates the way each learns.
18 PP.

Matt M. Starcevich

HF5549.5.S710 1992

MENTORING: A PRACTICAL GUIDE: HOW TO DEVELOP SUCCESSFUL MENTOR BEHAVIORS

Mentoring is a useful resource for anyone interested in this enriching and rewarding experience. The book covers key questions and considerations for the potential mentor, as well as assisting in identifying and understanding the needs of a menthe. Special topics discussed include cross-cultural, cross-gender, and supervisor/employee mentoring.
112 PP.

Gordon F. Shea

HF5549.E57 2005

POWER MENTORING: HOW SUCCESSFUL MENTORS AND PROTÉGÉS GET THE MOST OUT OF THEIR RELATIONSHIPS

Many of the world's most successful people credit mentoring as a major factor in their achievements. The authors provide strategies for establishing such relationships, and support their concept through interviews with 50 top leaders and their rising-star protégées in technology, politics, and the media.
368 PP.

Ellen Ensher and
Susan Murphy

HF5549.K498 1999

COACHING FOR COMMITMENT: INTERPERSONAL STRATEGIES FOR OBTAINING SUPERIOR PERFORMANCE FROM INDIVIDUALS AND TEAMS

Coaching is for everyone! In this all-new edition of his best-selling package, Dennis Kinlaw gives you the insight you need to improve performance by empowering your colleagues. In today's employee-centered organizations, the opportunities for leadership no longer rest with managers and supervisors alone--everyone needs to be a coach!
158 PP.

Dennis C. Kinlaw

HF5549.K498A 2008

COACHING FOR COMMITMENT: ACHIEVING SUPERIOR PERFORMANCE FROM INDIVIDUALS AND TEAMS [3rd Edition]

This book includes the most current coaching strategies and methodologies and provides information on the latest definitions of what coaching is and ways to succeed at coaching. The authors take Kinlaw's concept of tying coaching and commitment one step further and make commitment to action part of a new coaching model.
246 PP.

Cindy Coe and
Dennis Kinlaw, et al.

HF5549.S12 2008

APPRECIATIVE MENTORING: FOCUSING ON TALENTS AND STRENGTHS

A strength-based approach based on the assumption that our greatest opportunities for growth and improvement are represented by our strengths and passions.
61 PP.

Matt M. Starcevich

HF5549.S13 2010

MENTORS: BRIDGING TO THE FUTURE

This book is about the Coaching Process and the basis for our 2 day Coaching Skills Workshop. The skills, behaviors, and values today's leaders need to invoke employee commitment and motivation. This is a "how-to" book

with lots of specifics on what to say and how to handle different coaching situations.
122 PP.

Matt M. Starceвич

HF5549.W616 1994

COACHING FOR PERFORMANCE: A PRACTICAL GUIDE TO GROWING YOUR OWN SKILLS

This handbook will help you learn the skills, and the art, of good coaching, and realize its enormous value in unlocking people's potential to maximize their own performance.

138 PP.

John Whitmore

HF57.7.P11 1996

LEADER AS COACH: STRATEGIES FOR COACHING AND DEVELOPING OTHERS

The tips and practices in 'Leader As Coach' will enable you to sharpen your coaching skills so that you can attract and retain the talent you need for success, foster growth in others, provide effective feedback, orchestrate learning opportunities, and groom high-potential performers. After all, your people are your most important asset.

143 PP.

David Peterson and
Mary Hicks

HF5835.M87 1998

MENTORING DILEMMAS: DEVELOPMENTAL RELATIONSHIPS WITHIN MULTICULTURAL ORGANIZATIONS

Organized into three sections, the book focuses on the different types of mentoring perspectives--theoretical, empirical, and experiential. It addresses the following issues: 1) Developmental relationships--the emerging themes and theoretical models that discuss the experiences of various ethnic populations, 2) Empirical evidence--qualitative and quantitative research that examines the impact of diverse mentoring relationships, 3) First-hand accounts--experiences that recount key lessons learned in various situations, including breaking the glass ceiling, among others.

265 PP.

Audrey Murrell, et al.

KF285.S55 2008

COACHING QUESTIONS: A COACH'S GUIDE TO POWERFUL ASKING SKILLS

The single most important skill in coaching is asking powerful questions. In this volume, master coach trainer Tony Stoltzfus joins with 12 other professional coaches to present dozens of valuable asking tools, models and exercises, then illustrates these coaching strategies with over 1,000 examples of penetrating questions.

100 PP.

Tony Stoltzfus

P90.J10 1994

COACHING THROUGH EFFECTIVE FEEDBACK: A PRACTICAL GUIDE TO SUCCESSFUL COMMUNICATION

Giving and receiving performance feedback successfully is one of the most critical and difficult interpersonal skills in the workplace. To increase performance, individuals at all levels need to master this critical coaching skill.

98 PP.

Paul J. Jerome

Communication

BC177.G54 2008

HOW TO WIN AN ARGUMENT: SUREFIRE STRATEGIES FOR GETTING YOUR POINT ACROSS

This is an introduction to critical thinking, including the various fallacies, arguing techniques, and defenses. Learn how to argue effectively and sway others to your line of thought. It offers real-life examples illustrating the use of the principles.

208 PP.

Michael Gilbert

BF323.L5.B10 1988

BUSINESS OF LISTENING, THE: A PRACTICAL GUIDE TO EFFECTIVE LISTENING

Studies prove that people listen at about one third their ability! Learn how to improve your listening skills with this book.

88 PP.

Diane Bone

BF323.L5B87 1982

LISTENING: THE FORGOTTEN SKILL

A winning program for mastering this essential aspect of communication. Offers excellent techniques for overcoming language barriers, interpreting body language, asking constructive non-threatening questions, and more. Features a wealth of worksheets, charts and graphs to make learning this skill easy. Each chapter concludes with a self-test to check progress.

153 PP.

Madelyn Burley-Allen

BF323.L5D10 1991

LISTEN UP: HEAR WHAT'S REALLY BEING SAID

Communication fails without someone to listen. Moreover, even though communication is a two-way street, little attention is given to learning how to listen effectively. You'll also learn how to interpret nonverbal communication and respond with non-judgmental phrases.

70 PP.

Jim Dugger

BF323.L5D66 2006

ARE YOU REALLY LISTENING? KEYS TO SUCCESSFUL COMMUNICATION

Listening is an essential skill worth every effort to learn and to master. Listening takes us out of our tendency toward self-absorption and self-protection. It opens us to the world around us and to the persons who matter most to us. Filled with vivid examples that clearly demonstrate easy to learn listening techniques, this book is a guide to the secrets and joys of listening and being listened to.

221 PP.

Paul J. Donohue and
Mary E. Siegel

BF633.S3 1990

SHARED MINDS: THE NEW TECHNOLOGIES OF COLLABORATION

The author has written a trailblazing guide to help people in diverse fields move from mere communication to true collaboration. Snippets on such duos as Picasso/Braque, F. Scott Fitzgerald/Maxwell Perkins and Francis Crick/James Watson (co-discoverers of DNA's double helix) throw light on the collaborative process.

227 PP.

Michael Schrage

BF637.C10H13 2003

MANAGER'S COMMUNICATION HANDBOOK, THE

This handbook will help leaders at all levels---learn the characteristics of effective communication, build understanding, support and acceptance for organizational change, use proven communication techniques, and help your organization focus on common goals.

43 PP.

David Cotrell and
Eric Harvey

BF637.C45.C78 2004

CRUCIAL CONVERSATIONS: TOOLS FOR TALKING WHEN STAKES ARE HIGH

"Crucial Conversations" are interpersonal exchanges at work, or at home, that we dread having but know we cannot avoid. It offers readers a proven seven-point strategy for achieving their goals in all those emotionally, psychologically, or legally charged situations that can arise in their professional and personal lives. Also available at this item number, CompactD-000-14.

256 PP.

BF637.C45N48 1993

HOW TO READ A PERSON LIKE A BOOK: THE LANGUAGE EVERYBODY USES BUT NOBODY SPEAKS--BODY TALK!

This illustrated guide teaches us how to spot the hidden messages that we send to each other with our bodies. Learning how to decipher the meaning of this unspoken vocabulary and controlling your response can radically influence the outcome of almost any situation.

180 PP.

Gerard I. Nierenberg and
Henry H. Calero

BF637.C45S78 1999

DIFFICULT CONVERSATIONS: HOW TO DISCUSS WHAT MATTERS MOST

This is a step-by-step guide to weathering conversational storms. It breaks down a conversation into three parts, illuminating the moments where misunderstandings arise. The techniques in this book won't surprise you.

272 PP.

Douglas Stone, et al

BF637.P11 1997

ART OF GIVING AND RECEIVING FEEDBACK, THE

Feedback is an important person-to-person communication skill. Teach managers and supervisors to utilize it well. This applicable guide provides knowledge on how to assert goal-oriented, detailed feedback for improved reception, how to handle difficult feedback situations, and how to receive and accept good and bad feedback.

101 PP.

Shirley Poertner and
Karen M. Miller

BF637.W12 2000

FOR THE PRACTICING MANAGER: FEEDBACK THAT WORKS: HOW TO BUILD AND DELIVER YOUR MESSAGE

Providing feedback to others about their performance is a key developmental experience. This guidebook demonstrates the foundation for effective feedback practice, walking the reader through, systematically and in detail, the feedback method used at CCL. For anyone who wants to get better at giving feedback to anyone, whether they be a peer, direct report, or boss, this guidebook demonstrates how to create an effective message with real impact.

31 PP.

Sloan R. Weitzel

BF673.K10K08 2008

LISTEN TO ME LISTEN TO YOU: A PRACTICAL GUIDE TO SELF-AWARENESS, COMMUNICATION SKILLS AND CONFLICT MANAGEMENT [New Expanded Edition]

This book is about people – about you and me and how we can become more understanding and appreciative of ourselves and one another. It's about how we can learn to tune in and listen, both to ourselves and to other people, in ways that maximize self-esteem, mutual respect and communication, and which minimise misunderstanding and conflict. The way people communicate is the largest single factor that determines the quality of their relationships, how they feel about themselves, and the effect they have on other people.

263 PP.

Anne Kotzman and
Mandy Kotzman

BJ1581.2.C523 1995

BOUNDARIES: WHEN TO SAY YES, WHEN TO SAY NO, TO TAKE CONTROL OF YOUR LIFE

This book presents a biblical treatment of boundaries, identifies how boundaries are developed, and how they become injured. It also shows Christian misconceptions of the function and purpose of boundaries, and provides a program for developing and maintaining healthy

219 PP.

John Townsend and
Henry Cloud

HD30.26.N49 2007

BIG BOOK OF BUSINESS GAMES, THE: ICEBREAKERS, CREATIVITY EXERCISES, AND MEETING ENERGIZERS

Two of today's acknowledged games masters serve up a cookbook of activities that you can learn to use, guaranteed to generate a lively discussion. Each of the 75 group games and activities here is adapted and shortened to suit the needs of managers and team leaders to use with their departments, staff, or committees.

170 PP.

John Newstrom and
Edward Scannell

HD30.3.C33 2000

MANAGER'S POCKET GUIDE TO INFLUENCE WITH INTEGRITY, THE: POWER, PRINCIPLES AND PERSUASION

This book is written specifically for those supervisors, managers, and organizational leaders who recognize that position alone is not enough to influence others toward accomplishment. With this guide, you will learn more than how to make plans, schedules, or changes. You will learn how to make a difference.

185 PP.

Marlene Caroselli

HD30.3.D462 2004

SQUIRREL INC.: A FABLE OF LEADERSHIP THROUGH STORYTELLING

With wisdom and a healthy dose of wit, Denning introduces a cast of furry characters who together learn the fine art of change. Through the stories of Squirrel Inc., readers will learn that the ability to tell the right story at the right time can determine the outcome of any major change effort.

182 PP.

Stephen Denning

HD30.3.F33 2008

ART OF ASKING, THE: ASK BETTER QUESTIONS, GET BETTER ANSWERS

You'll learn how to adopt the attributes of a good questioner. That means asking the right questions in the right ways. This book will teach you how to do precisely that. The author shows how to choose the right questions and avoid questions that guarantee obvious, useless answers...how to help people give you the information you need...how to use body language to ask questions more effectively...how to ask the innovative or neglected questions that uncover real issues and solutions.

205 PP.

Terry J. Fadem

HD30.3.F65 2006

POWER OF FEEDBACK, THE: 35 PRINCIPLES FOR TURNING FEEDBACK FROM OTHERS INTO PERSONAL AND PROFESSIONAL CHANGE

For business leaders and their organizations, as well as professionals in any industry, listening to and acting on feedback is the best and most effective way to become more competent, capable, and effective. In *The Power of Feedback*, performance specialist Joseph Folkman presents thirty-five principles that help people and organizations turn feedback into real, effective, and long-term change.

202 PP.

Joseph R. Folkman

HD38.2.M947 2010

EXECUTIVE PRESENCE: THE ART OF COMMANDING RESPECT LIKE A CEO

An expert in coaching high-level players in the art of perception management, Harrison Monarth reveals the critical difference between CEOs and those of us who wish to be CEOs. It's not a matter of intelligence, connections, or luck. It can be summed up in two words: executive presence.

256 PP.

Harrison Monarth

HD50.3.B38 2005

SPEAK LIKE A CEO: SECRETS FOR COMMANDING ATTENTION AND GETTING RESULTS

"In Speak Like a CEO", the author reveals the secrets for communicating in any situation. She describes simple techniques for acing speeches, presentations, media interviews, Q&A sessions, business meetings, and more. The author outlines self-improvement plans that can easily be customized to your needs. Then, she shares secrets from top leaders, including Mario Cuomo's technique for overcoming stage fright and Colin Powell's secret for projecting authenticity.

221 PP.

Suzanne Bates

HD57.5.S10 1998

BUILDING TRUST: A MANAGER'S GUIDE FOR BUSINESS SUCCESS

Through looking at the Foundations of Trust (Instinct, Past Experience, Current Observation/Experience) the author shows the reader familiar concepts and demonstrates them through exercises. The consequences resulting from a lack of trust are examined and pursued through another set of exercises.

96 PP.

Mary Galbreath Shurtleff

HD57.7.E10P8 2006

MINIATURE GUIDE TO THE ART OF ASKING ESSENTIAL QUESTIONS, THE

This guide introduces the art of asking essential questions. Some of the contents include, Asking complex questions, Questioning as we read, Questioning as we write, Questioning concepts, Questioning data, information and experience, plus other forms of questioning.

48 PP.

Linda Elder and
Richard Paul

HD69.C810 1993

NETWORKING: HOW TO CREATIVELY TAP YOUR PEOPLE RESOURCES

This book removes the fear that many people have about reaching out and making connections, often with perfect strangers in strange environments. It is a 'how to book': how to engage people, what to say to set up advice call meetings, scripts to recite when at functions or in networking meetings, the importance of internal networking and increasing one's visibility.

78 PP.

Coleen Clarke

HD69.S8M25 1997

DIG YOUR WELL BEFORE YOU'RE THIRSTY: THE ONLY NETWORKING BOOK YOU'LL EVER NEED

Syndicated columnist and business speaker, Harvey Mackay proves "it's not what you know, it's who you know." In this provocative networking book, he contends that talent alone will not save you in the current economy. Genius, guts, and hard work can also be counted out as life preservers. In fact, according to Mackay, there's only one thing you can depend on -- your network.

336 PP.

Harvey Mackay

HF1106.T73 2006

POWER OF CHARM, THE: HOW TO WIN ANYONE OVER IN ANY SITUATION

This book gives readers proven ways to become more captivating--and persuasive--in any situation. With his trademark directness, Tracy shows readers what charm can do, and how they can use simple methods to immediately become more approachable and dramatically improve their business and social relationships.

145 PP.

Brian Tracy and
Ron Arden

HF5381.B143 2007

MAKE YOUR CONTACTS COUNT: NETWORKING KNOW-HOW FOR BUSINESS AND CAREER SUCCESS

Every executive who is really committed to being proactive, in managing his or her career, should start with this networking book.

255 PP.

Anne Barber and
Lynne Waymon

HF5549.12.K38 2007

30 REASONS EMPLOYEES HATE THEIR MANAGERS: WHAT YOUR PEOPLE MAY BE THINKING AND WHAT YOU CAN DO ABOUT IT

Quietly seething...secretly resenting...and ultimately affecting performance, employees' negative feelings toward their managers can lurk beneath the surface of even the most pleasant-seeming work relationships. These issues, if gone unchecked, can result in organizational catastrophe. To find out what's really going on, the authors surveyed more than 50,000 employees in 65 organizations of all types and sizes, and discovered the 30 main causes of ill will.

224 PP.

Bruce L. Katcher

HF5549.5.C6B235 2006

WHAT PEOPLE WANT: A MANAGER'S GUIDE TO BUILDING RELATIONSHIPS THAT

This book addresses the changing demographics and differences in the workplace to highlight what matters most in employee-manager relationships. Based on first-of-its-kind research that assessed the needs of hundreds of professionals across a variety of industries, Terry Bacon explores in-depth the seven most important needs-for trust, challenge, self-worth, competence, appreciation, excitement, and an ability to develop and sustain an identity of merit.

242 PP.

Terry R. Bacon

HF5549.5.E10 2009

WE NEED TO TALK: TOUGH CONVERSATIONS WITH YOUR EMPLOYEES

When it comes to talking to an employee about a touchy topic, managers often find themselves at a loss for the right words. Before "the talk", they are stuck wondering "Where do I begin?" "What do I say?", and "How will he/she react?". Answering employers' most pressing questions, this go-to guide shows people what to say and how to say it.

203 PP.

Lynne Eisaguirre

HF5549.5.S10C10 2011

FOR THE PRACTICING MANAGER: TALENT CONVERSATIONS: WHAT THEY ARE, WHY THEY'RE CRUCIAL, AND HOW TO DO THEM RIGHT

Individual leaders can have a significant amount of influence over the development of organizational talent. One of the simplest yet most effective ways to develop others is the talent conversation a way of building on relationships that are based on rapport, collaboration, and mutual commitment in order to help the individuals you lead improve performance, focus development, and reach positive outcomes. Learn how to prepare for and facilitate effective talent conversations by using the Center for Creative Leadership's development framework of assessment, challenge, and support.

32 PP.

Roland Smith and
Michael Campbell

HF5549.B10M8 1999

FOR THE PRACTICING MANAGER: GIVING FEEDBACK TO SUBORDINATES

Providing specific information about performance is key to developing the people who report to you. This guidebook tells you how to give your subordinates effective feedback so they can work more effectively, develop new skills, and grow professionally.

48 PP.

Raoul J. Buron and
Dana McDonald-Mann

HF5718.B654 1994

COMMUNICATE WITH CONFIDENCE: HOW TO SAY IT RIGHT THE FIRST TIME AND EVERY TIME

In a book designed to be read by professionals on the go, communications dynamo Booher covers speaking, listening, and all the dynamics of verbal communication on the job. Each savvy tip is based on real-life problems raised by participants in Booher Consultants workshops. 10 illustrations.

400 PP.

Dianna Booher

HF5718.G65 2008

YES! 50 SCIENTIFICALLY PROVEN WAYS TO BE PERSUASIVE

Goldstein, Martin and Cialdini meld social psychology, pop culture and field research to demonstrate how the subtle addition, subtraction or substitution of a word, phrase, symbol or gesture can significantly influence consumer behavior. While written primarily for a marketing audience, this amusing book has equal value and appeal for executives, salespeople even parents trying to persuade their kids to do homework.

258 PP.

Noah J. Goldstein, et al

HF5718.G68 2010

JUST LISTEN: DISCOVER THE SECRET TO GETTING THROUGH TO ABSOLUTELY ANYONE

The author returns with a primer on dealing with hard-to-reach people in virtually every scenario defiant executives, angry employees, families in turmoil, warring couples through use of well-honed psychological techniques. Negotiating intractable situations is like driving up a steep hill, he posits, but most of us make the mistake of creating more resistance by shifting up; downshift, and you get control, he writes.

234 PP.

Mark Goulston

HF5718.H284 1989

HOW TO TALK SO PEOPLE LISTEN

Author of What Makes Juries Listen, Emmy winner for her Boston TV talk show, Hamlin here presents a variety of techniques and approaches to promote job success. In a breezy, informal discourse, she begins with a differentiation of three basic work personalities "achievers, affiliators and influencers." This is a compendium of tested techniques that can help readers to improve communication on the job and elsewhere.

288 PP.

Sonya Hamlin

HF5718.L633 2009

BUSINESS COMMUNICATION: BUILDING CRITICAL SKILLS (4th Edition)

A unique approach to a hands-on course, written by the same author of Business and Administrative Communication. While grounded in solid business communication fundamentals, this paperback takes a strong workplace activity orientation which helps students connect what they learn to what they do or will do on the job.

576 PP.

Kitty O. Locker and
Stephen Kyo Kaczmarek

HF5718.M552 2001

HOW TO SAY IT FOR WOMEN: COMMUNICATING WITH CONFIDENCE AND POWER USING THE LANGUAGE OF SUCCESS

As part of Prentice Hall Press's highly successful How to Say It tm series, How to Say It tm for Women is packed with practical tips, techniques, and examples that arm women to grapple with every communication issue, from choosing the right word or sentence to speaking, reading, writing, leading, dressing, and interviewing effectively. Readers will learn how to: shun words that weaken messages and make women invisible; sail through interviews; assess and develop leadership skills; say NO, kindly but firmly; respond appropriately to slurs, insults, and harassment; say the

one winning word that gets people to follow directions.
298 PP.

Phyllis Mindell

HF5718.M553 1995

WOMAN'S GUIDE TO THE LANGUAGE OF SUCCESS, A: COMMUNICATING WITH CONFIDENCE AND POWER

This book provides real-life examples, specific advice, practical tips, exercises and business and literary references, it shows professional women how to kick the "spontaneity" delusion; grow the vocabulary of power and eliminate limp words and phrases that hurt credibility; overcome subtle and overt chauvinism; command all forms of communication - verbal, non-verbal, writing, reading and listening - as tools for power and influence; and shape policy decisions at the top.

227 PP.

Phyllis Mindell

HF5718.M569 2005

HOW TO SAY IT FOR EXECUTIVES: THE COMPLETE GUIDE TO COMMUNICATION FOR LEADERS

The complete guide to every aspect of leadership communications, "How to Say It(r) for Executives", offers everything current and future leaders need to know to get their ideas across powerfully, efficiently, and humanely. Full of practical tips, words, outlines, and models. Learn how to: 1) Prepare and deliver effective speeches and talk to large and small audiences, 2) Reinforce a message with effective use of nonverbal language, 3) Avoid words and phrases that undermine authority, 4) Foster participation during meetings, 5) Handle difficult or hostile people with grace, and 6) Write briefly and clearly .

190 PP.

Phyllis Mindell

HF5718.P475 2008

ART AND SCIENCE OF COMMUNICATION, THE: TOOLS FOR EFFECTIVE COMMUNICATION IN THE WORKPLACE

The Art and Science of Communication shows you a new way to understand and use communication in the workplace. Revealing the seven types of communication we all use every day, the book shows you how to increase your communication effectiveness in any setting with practical techniques, analogies, and models that clearly explain the formulas for successful communication. Combining the science and art of communication into one effective formula, this book offers a straightforward and easy to understand plan for a more successful career.

198 PP.

P. S. Perkins

HF5718.S52 1994

BREAKING THE ICE: HOW TO IMPROVE YOUR ON-THE-SPOT COMMUNICATIONS SKILLS

79 PP.

Deborah Shouse

HF5718.S568 1994

WORKING WOMAN'S COMMUNICATIONS SURVIVAL GUIDE: HOW TO PRESENT YOUR IDEAS WITH IMPACT, CLARITY AND POWER AND GET THE RECOGNITION YOU

In this book you'll discover dozens of business-tested techniques and strategies that show you how to build your self-esteem and make it work for you: practical advice for enhancing your self-esteem and projecting your most powerful image.

250 PP.

Ruth Hermann Siress

HF5718.T11 2000

COMMUNICATION ICEBREAKERS AND TRAINING ACTIVITIES

Louis E. Tagliaferri

HF5718.T464 1989

LITTLE BLACK BOOK OF BUSINESS SPEAKING, THE
200 PP.

Michael C. Thomsett

HF5718.T66 1995

ARTICULATE EXECUTIVE, THE: LEARN TO LOOK, ACT, AND SOUND LIKE A LEADER

The author works with a long list of blue-chip clients, served as a consultant to 38 of the Fortune 50 CEOs, senior-level executives, elected officials, and diplomats throughout the world. This book is based on his acclaimed corporate workshops in executive communications.

204 PP.

Granville N. Toogood

HF5781.F74 1986

HOW TO GET YOUR POINT ACROSS IN 30 SECONDS OR LESS

Communicating may be the most important skill the human animal possesses. Milo Frank's book tells how to do it well and succinctly...which *means* well.

120 PP.

Milo O. Frank

HM1121.C78 2005

CRUCIAL CONFRONTATIONS: TOOLS FOR RESOLVING BROKEN PROMISES, VIOLATED EXPECTATIONS, AND BAD BEHAVIOR

Crucial Confrontations teaches skills drawn from 10,000 hours of real-life observations to increase confidence in facing issues. It teaches you how to deal with violated expectations in a way that solves the problem at hand, and doesn't harm the relationship--and in fact, even strengthens it. Also available in audiobook through this item number, #CompactD-000-13.

284 PP.

Kerry Patterson, et al

HM132.B7426 1994

DEALING WITH PEOPLE YOU CAN'T STAND: HOW TO BRING OUT THE BEST IN PEOPLE AT THEIR WORST

Learn how to get things done and get along when you're dealing with people who have the uncanny ability to sabotage, derail, and interfere with your plans, needs, and wants. The following video is a compliment to this book: MV-1685 Workplace Communication: The Gaps and Traps.

288 PP.

Rick Brinkman and
Rick Kirschner

HV8142.T46 2004

VERBAL JUDO: THE GENTLE ART OF PERSUASION

How often do you find yourself on the losing end of an argument? What percentage of your success in life depends on your success in conversation? Believe it or not, if you are like most people, your answer would be 98 percent or more.

222 PP.

George J. Thompson and
Jerry B. Jenkins

C330.3.N94 2008

POWERS TO LEAD, THE

This excellent book offers important insight into leadership with valuable analysis and anecdotes for leaders and aspiring leaders.

226 PP.

Joseph S. Nye

LB1035.5.H10M8 2004

THIN BOOK OF NAMING ELEPHANTS, THE: HOW TO SURFACE UNDISCUSSABLES FOR GREATER

ORGANIZATIONAL SUCCESS

As consultants, we believe our client organizations have vast quantities of untapped brilliance in the form of small statements or questions. This book will show you how to identify them and explain why it is important. We begin with a cautionary tale of how the untapped brilliance at NASA created the environment which resulted in the tragedy of the "Columbia".

110 PP.

Sue Anis Hammond and
Andrea B. Mayfield

LB1050.S10W8 2009

SPEED READING FOR DUMMIES: MAKING EVERYTHING EASIER

This practical, hands-on guide gives you the techniques you need to increase your reading speed and retention, whether you're reading books, e-mails, magazines, or even technical journals! You'll find reading aids and plenty of exercises to help you read faster and better comprehend the text.

274 PP.

Richard Sutz with
Peter Weverka

LB2804.T10 1998

FAST FEEDBACK

The 39 internationally-authored chapters address perceptual, physiological, scientific, and engineering issues that affect successful pictorial communication. Topics presented reflect work in the broad range of disciplines which contribute to the field: visual and spatial perception, human factors and ergonomics, telerobotics, manual and supervisory control, cartography, scientific visualization, and medical illustration.

615 PP.

Bruce Tulgan

P310.5.P47T36 1998

ARGUMENT CULTURE, THE: STOPPING AMERICA'S WAR OF WORDS

The author widens her lens to examine the way we communicate in public in the media, in politics, in our courtrooms, and classrooms once again letting us see in a new way forces that have powerfully shaped our lives. "The Argument Culture", is a remarkable book that will change forever the way you perceive and communicate with the world.

348 PP.

Deborah Tannen

P90.M253 2009

MESSAGES: THE COMMUNICATION SKILLS BOOK

Messages, is a best-selling classic that has already helped more than 100,000 readers develop communication skills in all areas of life. Now in its third edition, this comprehensive and endlessly practical guide includes a new chapter on couples communication and new information on using validation strategies during conflicts. This book is an invaluable resource that can help any reader develop one of the most important skill sets they have.

358 PP.

Matthew McKay, et al.

P95.A35 1989

YOU ARE THE MESSAGE: GETTING WHAT YOU WANT BY BEING WHO YOU ARE

What does that mean, exactly? It means that when you communicate with someone, it's not just the words you choose to send to the other person that make up the message. You're also sending signals about what kind of person you are--by your eyes, your facial expression, your body movement, your vocal pitch, tone, volume, and intensity, your commitment to your message, your sense of humor, and many other factors.

240 PP.

Roger Ailes

PE1408.D10 1988

ART OF COMMUNICATING, THE: ACHIEVING INTERPERSONAL IMPACT IN BUSINESS

77 PP.

Bert Decker

TK105.73.S66 2007

HAMSTER REVOLUTION, THE: HOW TO MANAGE YOUR E-MAIL BEFORE IT MANAGES YOU

Written in parable form, this book tells the story of Harold, an HR Director, who is a victim to the dreaded info-glut, and paralyzed by the deluge of electronic data and e-mail he must fight daily. Harold meets an info coach who recognizes his ailment and teaches him a few powerful lessons about managing e-mail.

28 PP.

Mike Song, et al

TK5015.73.H34 1996

3 R's OF E-MAIL, THE: RISKS, RIGHTS, AND RESPONSIBILITIES

Learn the risks, rights, and responsibilities for individuals and organizations using e-mail.

153 PP.

Diane B. Hartman and

Karen S. Mantz

Customer Relations

G154.R67 1992

CUSTOMER COMES SECOND, THE: AND OTHER SECRETS OF EXCEPTIONAL SERVICE

Hal Rosenbluth, reveals new ideas for hiring, performance reviews, technology innovation, and creative compensation. He shows how to build highly effective teams, inspire loyalty, and turn your workplace into a hotbed of creativity where people produce truly incredible results.

240 PP.

Hal Rosenbluth and

Diane McFerrin Peters

HD5415.5.S25 1995

SERVICE RECOVERY: FIXING BROKEN CUSTOMERS

Take the time with this author and discover the steps to take after a product or service breakdown to satisfy your customer.

63 PP.

Ron Zemke

HD9980.5.P398 1999

REINVENTING WORK: THE PROFESSIONAL SERVICE FIRM 50

In 50 easy-to-grasp sections and over 200 Things To Do, the author explains how to generate excitement, partner with your clients, master information flow and timelines, design "hot" spaces, and deliver WOW! Results - - every time.

228 PP.

Tom Peters

HF5415.1265.B758 2010

SOCIAL MEDIA 101: TACTICS AND TIPS TO DEVELOP YOUR BUSINESS ONLINE

This book presents the best practices for growing the value of your social media and social networking marketing efforts. You'll learn how to cultivate profitable online relationships, develop your brand, and drive meaningful business. The author shows you how to build an effective blog or website for your business, monitor your online reputation and what people are saying about your business online, and create new content to share with your customers.

352 PP.

Chris Brogan

HF5415.335.H45 1997

ONE SIZE FITS ONE: BUILDING RELATIONSHIPS ONE CUSTOMER AND ONE EMPLOYEE AT A TIME

One Size Fits One: Building Relationships One Customer and One Employee at a Time received critical acclaim from the business press and the endorsement of top CEOs by laying out the ten rules for what customers want-in their own blunt words-and showing how your company can begin to develop the personalized relationships necessary to build loyalty.

321 PP.

Gary Heil, et al

HF5415.5.S49 1998

CUSTOMERS.COM: HOW TO CREATE A PROFITABLE BUSINESS STRATEGY FOR THE INTERNET AND BEYOND

The author shares her thoughts on what it takes to build a successful online business focused on intimately knowing a customer's wants and needs. While many of her 16 case studies describe larger companies, her powerful strategies offer important insights for small-business owners.

384 PP.

Patricia B. Seybold

HF5415.G11 2005

LESSONS IN LOYALTY: HOW SOUTHWEST AIRLINES DOES IT--AN INSIDER'S VIEW

This handbook captures the essence of what makes Southwest a wonderful place to work.

125 PP.

Lorraine Grubbs-West

HF5415.G578 2003

PURPLE COW: TRANSFORM YOUR BUSINESS BY BEING REMARKABLE

The author concentrates on niche areas, maximizing a marketing plan with significantly less funding that traditional marketing insists, and finding your Purple Cow. There is no magic formula for a purple cow but he presents avenues to look around at existing businesses/products/services and see where there is room for improvement. Moreover, sometimes the improvement comes in surprising ways.

144 PP.

Seth Godin

HF5548.32.8543 2001

TAKING CARE OF eBUSINESS: HOW TODAY'S MARKET LEADERS ARE INCREASING REVENUES, PRODUCTIVITY AND CUSTOMER SATISFACTION

The age of eBusiness is in truth the age of the customer. Today's empowered customers are able to switch to the competition with unprecedented ease and speed. Nothing is more critical for business success, therefore, than delivering the highest levels of customer satisfaction.

257 PP.

Thomas M. Siebel

Decision Making

BF448.H35 2002

SMART CHOICES: A PRACTICAL GUIDE TO MAKING BETTER LIFE DECISIONS

Smart Choices outlines eight elements involved in making the right decision, from identifying exactly what the decision is and specifying your objectives to considering risk tolerance and looking at how what you decide on today influences what you may decide in the future. The book is full of real-life situations and scenarios that effectively illustrate each element of a good decision.

242 PP.

John S. Hammond, et al

BF637.S8 2002

LEARN TO POWER THINK: A PRACTICAL GUIDE TO POSITIVE AND EFFECTIVE DECISION MAKING

Learning to power think demonstrates that the best tool for positive change in your life is your own mind. Power thinking frees the mind of negative attitudes, offers effective way to reduce stress and helps uncover lasting happiness.

160 PP.

Caterina Rando

HD30.23.H3687 2005

HARVARD BUSINESS ESSENTIALS, DECISION MAKING: 5 STEPS TO BETTER

Whether you are a new manager seeking to expand your skills or a seasoned professional looking to broaden your knowledge base, these solution-oriented books put reliable answers at your fingertips. Decision making is a critical part of management, and bad choices can damage careers and the bottom line. This book offers the tools and advice managers need to avoid common biases and arrive at and implement decisions that are both sound and ethical. 168 PP.

Harvard Business School Press

HD30.23.H374 2001

HARVARD BUSINESS REVIEW ON DECISION MAKING

The Harvard Business Review on Decision Making is designed to bring today's managers and professionals the fundamental information they need to stay competitive in a fast-moving world. 200 PP.

Harvard Business School Press

HD30.23.U82 2009

GO POINT, THE: WHEN IT'S TIME TO DECIDE - - KNOW WHAT TO DO AND WHEN TO DO IT

This book is a tour de force of a tour through battlefields and boardrooms, illuminating the differences between brilliant and tragic decisions. Michael Useem is a wise, witty, and understanding guide whose insights can dramatically improve leadership and decision-making skills. 208 PP.

Michael Useem

HD30.23.W5 2001

WHARTON ON MAKING DECISIONS

The book assembles leading researchers from Wharton's business faculty who demonstrate how to apply the latest approaches in decision-making from four perspectives: personal, managerial, negotiator, and consumer. Each chapter describes how decisions are actually made, presents the ideal scenario, and then provides practical suggestions for improvement. 339 PP.

Stephen J. Hoch et al

HD30.J10B8 1998

DYNAMIC DECISION MAKER, THE: FIVE DECISION STYLES FOR EXECUTIVE AND BUSINESS SUCCESS

The insights offered in this book are intended to guarantee the reader a more successful career. It is written especially for managers and executives whose jobs require managing people successfully, but it is also written for anyone who must make decisions that involve other people. 267 PP.

Michael J. Driver, et al

HD30.M1310 2010

EXECUTIVE DECISION MAKING SYSTEM, THE: BETTER, QUICKER DECISIONS, MORE TIME FOR STRATEGIC THINKING

For CEOs who are frustrated with ineffective board and executive team meetings. Typical meetings consume too much time, with too little time focusing on strategy. EDMS provides a proven framework for planning and executing highly productive meetings. 120 PP.

Jerry McNellis

HD38.25.U6D78 1985

EFFECTIVE EXECUTIVE, THE: THE DEFINITIVE GUIDE TO GETTING THE RIGHT THINGS DONE

The measure of the executive, Peter Drucker reminds us, is the ability to "get the right things done." This usually involves doing what other people have overlooked as well as avoiding what is unproductive. 178 PP.

Peter F. Drucker

HD66.V618 2010**DECISION-MAKING TRAINING (ASTD TRAINER'S WORKSHOP SERIES)**

Decision Making Training offers all the ready-to-use content needed to enable professional trainers, facilitators, and others to quickly create learning events that build confident decision makers. Beginning with an easily understandable decision making process, the book provides everything needed to build interactive half, full, and multi-day training programs. The book includes online access to dozens of customizable exercises, handouts, assessments, practice tools, and PowerPoint slides. A structured facilitation framework provides step-by-step facilitation instructions.

224 PP.

Robert H. Vaughn

Delegation

HD50.L84 2009**BUSY MANAGER'S GUIDE TO DELEGATION, THE**

Delegation amounts to a lot more than just passing work off onto subordinates. When handled correctly, it gives managers a chance to strengthen their departments by developing the skills and organizational competencies of their people. Filled with quick tips, exercises, self-assessments, and practical worksheets, this book presents an easy-to-master, five-step process for effective delegation. The book shows readers how to set the stage for excellent results, what to do if things go wrong, and how to ensure that all their people benefit from the experience. This is a fundamental guide to an essential and sometimes overlooked - management competency.

101 PP.

Richard A. Luecke and
Perry McIntosh

HD50.T46 1994**DELEGATION SKILLS**

This book offers a complete prescription for overcoming common fears of delegation, knowing when and how to delegate work, identifying the best employees for delegated tasks, and keeping delegated projects on track.

100 PP.

Bruce B. Tepper

HD69.T54B56 1989**ONE MINUTE MANAGER MEETS THE MONKEY, THE**

The book explains in simple-minded abstract terms how to achieve a balance between supervision and delegation for reduced tension and improved productivity.

136 PP.

Kenneth Blanchard et al

Discipline

HF5548.6.R460 2000**FEDERAL MANAGER'S GUIDE TO DISCIPLINE, THE [4th Edition]**

85 PP.

FPMI Communications

LB1715.C12 2003**TAKING DISCIPLINARY ACTIONS: A FEDERAL SUPERVISOR'S GUIDE TO CORRECTIVE DISCIPLINE**

This book is about establishing and enforcing written and unwritten rules of the workplace. It is written specifically for the federal supervisor and when disciplining employees with appeal rights, you not only have to do the right thing you have to do things right.

192 PP.

Michael Corum

Diversity

HD58.9.F46 1993**DIVERSITY ADVANTAGE, THE: HOW AMERICAN BUSINESS CAN OUT-PERFORM JAPANESE AND**

EUROPEAN COMPANIES IN THE GLOBAL MARKETPLACE

Management consultants Fernandez and Barr view heterogeneity as an American business advantage. Success in the global marketplace, they argue, hinges on a country's ability to utilize "all of its people regardless of their diversity" in the work force.

344 PP.

John Fernandez and
Mary Barr

HD58.9.S10 1997

DIVERSITY: STRAIGHT TALK FROM THE TRENCHES

61 PP.

Fred Soto

HF5549.5.B10 1997

MANAGING DIVERSITY: A PRACTICAL GUIDE

Kenneth Burger and
Alvin Ray

HF5549.5.M5G10 1994

MANAGING DIVERSITY SURVIVAL GUIDE, THE: A COMPLETE COLLECTION OF CHECKLISTS, ACTIVITIES, AND TIPS

Lee Gardenswartz and
Anita Rowe

HF5549.5M5 2000

MANAGING DIVERSITY: THE COURAGE TO LEAD

Demonstrates how oppression functions at the individual, group, and systems levels, and how leaders of public and private organizations must, and can, combat it in work settings.

250 PP.

Elsie Y. Cross

LC1099.BNA10 1998

DIVERSITY WORKS: RESOURCE SERIES, Volumes 1-10

BNA Communication

PS3553.A7378P43 1994

PEACOCK IN THE LAND OF PENGUINS, A: A TALE OF DIVERSITY AND DISCOVERY

A Peacock in the Land of Penguins brings new insight to an important topic - workforce diversity. Written in a charming, engaging style, it is a contemporary "corporate fable" - a tale for our times. This story echoes one that is unfolding each and every day in organizations all across the country - how to manage the increasing diversity of the workforce and capture the talent, energy, and commitment of all employees.

120 PP.

Barbara Hateley
Warren Schmidt

Economics

TS156.6.H686 2003

ISO9000: 2000: AN A-Z GUIDE

This book is fully aligned with the standard, it covers the development, implementation and assessment of quality systems - perfect for the quality professional on the move or as a memory jogger when preparing that all important proposal. Includes a CD-ROM.

155 PP.

David Hoyle

HC79.I55K358 2001

EVOLVE: SUCCEEDING IN THE DIGITAL CULTURE OF TOMORROW

Rosabeth Moss Kanter, the author of this engaging but uneven book predicts how the Internet will alter the way we work in the future. She argues that business strategy for Web-dependent companies should be like improvisational theater, with the CEO in the director's chair setting a direction for the firm and guiding the action based on market conditions. Kanter argues convincingly that the biggest obstacles to change are management and employee attitudes, not the technological tools they employ, adding that the best employees consider internal change a way of life and see the creative possibilities that can arise from conflict.

304 PP.

Rosabeth Moss Kanter

HF5686.C80453 1999

COST MANAGEMENT TOOLBOX, THE: A MANAGER'S GUIDE TO CONTROLLING COSTS AND BOOSTING PROFITS

With a special emphasis on cost management, cost analysis, and cost control, this book provides you with a highly practical, real-world approach for understanding this information - so you can manage your part of the organization more effectively. "Intended for both manufacturing and services businesses."

353 PP.

Lianabel Oliver

HF5686.O13 2007

WOMEN AND MONEY: OWNING THE POWER TO CONTROL YOUR DESTINY

Suze Orman equips women with the financial knowledge and emotional awareness to overcome the blocks that have kept them from making more out of the money they have.

255 PP.

Suze Orman

HF5693.P10.W10 1998

IT ALL ADDS UP: AN INTRODUCTION TO BASIC BUSINESS MATH

Carla Berg Pope and
Kathryn Shaw Whitver

E98.M7M37 1995

SHELL GAME: A TRUE ACCOUNT OF BEADS AND MONEY IN NORTH AMERICA

A unique and extraordinary investigation into the nature of money and the origins of our present indebtedness, Shell Game is the account of a tragic misunderstanding between colonists and native Americans and the monumental repercussions that followed.

224 PP.

Jerry Martein

HG4028.B8K46 2003

BUDGETING FOR MANAGERS

While managers may have vast experience dealing with people and experts in their field, they are often novices when it comes to managing money. This book starts with the basics of a simple expense budget and gives you everything you need to know to create, present, and track a budget with a spreadsheet or accounting package.

203 PP.

Sid Kemp and
Eric Dunbar

HM846.F74 2005

WORLD IS FLAT, THE: A BRIEF HISTORY OF THE TWENTY-FIRST CENTURY

What Friedman means by "flat" is "connected": the lowering of trade and political barriers and the exponential technical advances of the digital revolution that have made it possible to do business, or almost anything else, instantaneously with billions of other people across the planet. This in itself should not be news to anyone. But the news that Friedman has to deliver is that just when we stopped paying attention to these developments--when the dot-com bust turned interest away from the business and technology pages and when 9/11 and the Iraq War turned all eyes toward the Middle East--is when they actually began to accelerate.

660 PP.

Thomas L. Friedman

TK5105.888 .S533 1999

FUTURIZE YOUR ENTERPRISE: BUSINESS STRATEGY IN THE AGE OF THE E-CUSTOMER

Two years after its release, the second edition of David Siegel's Creating Killer Web Sites remains a bestselling guide to building sites that are driven by design aesthetics rather than technological prowess. Now, in Futurize Your Enterprise, Siegel takes off his Web designer hat and turns his attention to developing a corporate online presence aimed at meeting consumer needs. He cautions readers to throw off their old bricks-and-mortar mindsets and focus not on "how to build a Web site but how to build a Web business."

336 PP.

David Siegel

Equal Employment Opportunity

KF3464.G87 2011

EEO LAW AND PERSONNEL PRACTICES [3rd Edition]

The goal of this well-known book is to provide methods for understanding major EEO laws, including the Civil Rights Act of 1964, the Equal Pay Act of 1963, and the American with Disabilities Act of 1990. New to this third edition are sections at the end of each chapter on "Implications for Practice." These accessible sections will give organizations and managers practical advice on strategies and guidelines for implementing laws and guidelines. A website of additional case materials, power points, and teaching aids accompany this book.

564 PP.

Arthur Gutman, et al.

HF28.G57 2005

FEDERAL MANAGER'S GUIDE TO EEO, THE [7th Edition]

With this book you will learn the requirements of the EEO program that every supervisor or manager should know. It covers areas such as: how the selection process works, how to develop employees, how to create a positive work environment, how to deal with discrimination complaints, key positions, references and terms used in the program.

105 PP.

Robert J. Gilson

HQ1237.5.U6L36 1993

BACK OFF! HOW TO CONFRONT AND STOP SEXUAL HARASSMENT AND HARASSERS

Back Off! is filled with real-life success stories from women who have stopped harassers cold. Back Off! is the first book to focus on the direct-action tactics that work and the first to deal with harassment everywhere it takes place, in both blue-collar and white-collar jobs, at school, on the street, on the bus or subway, in the park, even in church.

380 PP.

Martha J. Langelan

KF475.F10 1995

SEX, LAWS AND STEREOTYPES: WORKING WITH PEOPLE IN A COMPLEX WORLD

238 PP.

N. Elizabeth Fried

PS3568.I3168Z47 1997

ZERO TOLERANCE: AN EMPLOYER'S GUIDE TO PREVENTING SEXUAL HARASSMENT AND HEALING THE

The book features advice from more than 30 experts on sexual harassment, guidance from the U.S. Equal Employment Opportunity Commission, and in-depth reporting from The Bureau of National Affairs.

144 PP.

BNA Communications, Inc. and
Tony Cornish, Editor

Ethics

BF637.K60 2005

VALUE-CENTERED ETHICS: A PROACTIVE SYSTEM TO SHAPE ETHICAL BEHAVIOR

Many managers today lack an understanding of the importance of ethical leadership in today's organizations. Yet how managers behave is the single most important factor in determining the level of ethical behavior in an organization. Value-Centered Ethics provides a framework and system to prepare you to face real-world ethical dilemmas and decision points in your daily work.

180 PP.

Charles Kerns

BJ1533.C8K45 2005

MORAL COURAGE

The author makes an eloquent, impassioned plea to instill and cultivate moral courage throughout all of our work and personal lives. Far from giving only empty words and far from offering a series of platitudes, the author promotes public and private examples of moral courage--the courage to be moral--to underscore its importance and relevance today.

308 PP

Rushworth M. Kidder

BJ1533.I58C56 2006

INTEGRITY: THE COURAGE TO MEET THE DEMANDS OF REALITY

A person with integrity has the ability to pull everything together, to make it all happen no matter how challenging the circumstances. Drawing on experiences from his work, Dr. Henry Cloud, a clinical psychologist, leadership coach, corporate consultant and nationally syndicated radio host, shows how our character can keep us from achieving all we want to (or could) be.

292 PP.

Henry Cloud

HD58.8.N39 1995

TRUTH AND TRUST: THE FIRST TWO VICTIMS OF DOWNSIZING

208 PP.

Frank J. Navran

HD60.A42 2004

BRINGING BUSINESS ETHICS TO LIFE: ACHIEVING CORPORATE SOCIAL RESPONSIBILITY

This book is designed to translate philosophical debate and esoteric definitions of corporate responsibility into an operational manifestation which can be readily applied to organizations. The author's proposed business ethics framework is divided along the dimensions of strategic vs. operational issues, internal vs. external focus, and remedial vs. philanthropic intentions.

333 PP.

Bjorn Andersen

HD60.B38 1998

LIBERATING THE CORPORATE SOUL: BUILDING A VISIONARY ORGANIZATION

This book is a process blueprint for building a visionary organization with a values-driven approach. Based on tested models and tools developed internationally on how work, values and leadership will change in the 21st century.

226 PP.

Richard Barrett

HF5387.H10 2002

ETHICS 4 EVERYONE: THE HANDBOOK FOR INTEGRITY-BASED BUSINESS PRACTICES

Pay attention! Business ethics and integrity are under a microscope, and the stakes are higher than ever before.

41 PP.

Eric Harvey and
Scott Airitam

HF5387.H847 2003

LEADING TO ETHICS: 10 LEADERSHIP STRATEGIES FOR BUILDING A HIGH-INTEGRITY ORGANIZATION
As a leader, the task of building an integrity and values-based organization falls squarely on your shoulders. Ethical business starts with ethical leadership. And, while everyone must do their part, ultimately it's up to you to ensure that your organization avoids the pitfalls of doing wrong...and reaps the benefits of doing right.
44 PP.

Eric Harvey, et al

HF5387.K52 2003

HOW GOOD PEOPLE MAKE TOUGH CHOICES: RESOLVING DILEMMAS OF ETHICAL LIVING

This is a brilliant analysis that squarely faces all the issues and can be grasped by the thoughtful nonspecialist.
240 PP.

Ruchworth M. Kidder

HF5387.L10 2004

ETHICAL VIRTUOSITY: SEVEN STEPS TO HELP YOU DISCOVER AND DO THE RIGHT THING AT THE RIGHT TIME

The author presents seven steps that lead to ethical virtuosity: 1) Become self-aware, 2) Seek ethical knowledge, 3) Develop an ethical belief system, 4) Practice emotional discipline, 5) Consciously exercise your free will, 6) Demonstrate moral courage and personal accountability, 7) Immediately act on your personal commitment to become ethically virtuous.

159 PP.

Louie V. Larimer

Experiential Learning

GV1201.T10 1994

QUICK START ICEBREAKERS AND ENERGIZERS: EXPERIENTIAL TRAINING ACTIVITIES

This is a terrific series of easy-to-use exercises to "break the ice" in a new class or to energize and motivate students to learn. All training activities are easy to administer, powerful enough to really motivate, yet short enough so that they do not interfere with your main training objectives.

Louis E. Tagliaferri

GV360.J10B08 2008

ARE YOU PLAYING WITH ME?: FUN & GAMES TO HELP YOU GET YOUR MESSAGE ACROSS TO ANY AUDIENCE

This icebreaker books is filled with 30 fun and creative activities to use with groups. Trainers using this book will learn how to choose the right games for the right time, break down barriers to help people learn, and push people past their comfort zones without pushing their buttons. If you are a trainer who likes a lively, interested and energetic audience, this book is for you.

180 PP.

Leigh Anne Jasheway-Bryant

HD66.L364 2002

FAST FACILITATOR, THE: 76 FACILITATOR ACTIVITIES AND INTERVENTIONS COVERING ESSENTIAL SKILLS, GROUPPROCESSES, AND CREATIVE TECHNIQUES

The authors have established a format based around both the core skills that facilitators need to develop as well as the issues they will have to face at work. It is divided into three parts - Essential Facilitation, Groups and Team Facilitation and Creative Facilitation - offering material to suit all facilitators whatever their level of expertise. The manual should help you develop your own understanding of facilitation as well as providing interventions and activities that you can use with others.

126 PP.

Anthony Landale and
Mica Douglas

LB123.S10T8 2005

THAIGI'S INTERACTIVE LECTURES: POWER UP YOUR TRAINING WITH INTERACTIVE GAMES AND EXERCISES

This book offers readers seven well-tested interactive lecture methods capable of turning almost any stand-up lecture into true two-way communication by incorporating highly stimulating game elements and exercises. The book offers specific guidance on how and when to use the games and exercises provided in the book along with step-by-step instructions for their application and blending in the classroom. In addition, icons throughout the book refer the reader to a full set of handouts that are included in the appendix section of the book. Readers are encouraged to photocopy or modify these useful tools to meet the specific needs of most audiences and lecture topics.

135 PP.

Sivasailam "Thiagi" Thiagarajan

Group Dynamics

HD30.3.S373 1994

SKILLED FACILITATOR, THE: PRACTICAL WISDOM FOR DEVELOPING EFFECTIVE GROUPS

This book shows what makes a group effective and how a facilitator can improve group effectiveness by identifying patterns of behavior that are getting in the way, helping the group stick to a few critical ground rules, and encouraging them to deal more openly with conflict.

314 PP.

Roger M. Schwarz

HD66.C59 1990

STRAIGHT TALK FOR MONDAY MORNING

A best-selling author and one of America's most sought-after consultants, Cox provides guidance and inspiration for anyone who relies on others to get things done at work.

376 PP.

Allan Cox

HM131.J613 1996

JOINING TOGETHER: GROUP THEORY AND GROUP SKILLS

Providing an overview of group dynamics, this textbook introduces the theory, research findings, and practical skills related to building effective groups.

612 PP.

David W. Johnson and
Frank P. Johnson

Health Awareness

BF575.S75G66 1999

COMPREHENSIVE STRESS MANAGEMENT [6th Edition]

Between work, classes, activities, friends, and money, college can be a difficult balancing act for many students. This edition assists your students in identifying, understanding, and combating the stressors that most impact their lives.

342 PP.

Jerrold S. Greenberg

GV481.R1008 2005

YOU, THE OWNER'S MANUAL: AN INSIDER'S GUIDE TO THE BODY THAT WILL MAKE YOU HEALTHIER AND YOUNGER

Designed as a "from the inside out" guide to total body health, this book presents the human body as you have never seen it before. Instead of dry, impenetrable scientific jargon, this myth-breaking guide presents simple yet memorable analogies. This is a health book like no other.

417 PP.

Michael F. Roizen and
Mehmet C. Oz

GV482.N45 1997

STRONG WOMEN STAY YOUNG

This classic bestseller draws on exercise physiologist Miriam Nelson's exciting discovery that a moderate regimen of

free-weight training, performed even as seldom as twice a week, has startlingly positive effects on strength, balance, energy levels, and bone density in older women. She has turned her research into a practical program that can be done at home, detailed in this highly accessible book.
276 PP.

Miriam E. Nelson

HE20.Z10G13 2010

COOK THIS NOT THAT: KITCHEN SURVIVAL GUIDE

The hundreds of recipes contained inside this book will help you and your loved ones eliminate body fat, get in shape, and lead fitter, happier lives. But make no mistake this is no rice-and-tofu cookbook. The genius of *Cook This, Not That!* is that it teaches you how to save hundreds sometimes thousands of calories by recreating America's most popular restaurant dishes, including Outback Steakhouse's Roasted Filet with Port Wine Sauce, Uno Chicago Grill's Individual Deep Dish Pizza, and Chili's Fire Grilled Chicken Fajita. Alongside this you'll find other priceless advice.
338 PP.

David Zinczenko and
Matt Goulding

HQ175.M383 2004

MAYO CLINIC GUIDE TO A HEALTHY PREGNANCY

Would-be mothers looking for precise, accurate information from a reputable source will appreciate this mammoth pregnancy guide from the celebrated Mayo Clinic. This book offers week by week accounts of the baby's development and charts that indicate how to handle "troublesome signs and symptoms" during each three week period.
614 PP.

Roger W. Harms,
Editor in Chief

HV5035.Z10G8 2010

DRINK THIS NOT THAT: SIP YOUR WAY TO A FLAT BELLY!

Beverages now make up nearly 25 percent of the average American's daily caloric intake a number that has almost doubled over the past 40 years and the once-simple decision of what to drink has become complex thanks to an expanding number of beverages in the marketplace. In, Drink This, Not That!, the book offers simple, no-nonsense advice on the healthiest beverages to drink in any given situation.
319 PP.

David Zinczenko with
Matt Goulding

RA785.H375 1998

TOTAL RELAXATION: HEALING PRACTICES FOR BODY, MIND & SPIRIT

Whether it shows up as lower-back pain, insomnia, low-level anxiety, or just general malaise, tension can grip our lives and keep us from living up to our full potential. Dr. John Harvey has organized his relaxation techniques into five different categories to help you discover where your tension resides. Learn the proven techniques that will guide you to a relaxed, tension-free state quickly and effectively. A sixty-minute CD containing four guided relaxation techniques is included at the back of this book.
185 PP.

John R. Harvey

HV5132.J39 2000

LOVE FIRST: A NEW APPROACH TO INTERVENTION FOR ALCOHOLISM AND DRUG ADDICTION

If alcoholics and addicts won't accept help until they're ready, what gets them ready? This book provides an answer in clear, concise terms. Dispelling two damaging myths -- that an addict has to hit bottom and that intervention must be confrontational -- the authors' proven approach puts love first and shows families, step by step, what to do next.
280 PP.

Jeff Jay and
Debra Jay

QT255.M473 2005

MAYO CLINIC FITNESS FOR EVERYBODY

This book offers a great overview of fitness. The authors base their information on medical literature, but distill it to a level useful to the general public.

320 PP.

Diane Dahm and
Jay Smith, Editors in Chief

RA776.75.Y64 2007

YOU: STAYING YOUNG: THE OWNER'S MANUAL FOR EXTENDING YOUR WARRANTY

In "YOU: Staying Young", the doctors are going to talk to you about what happens as your body ages. As with their previous books, they've conducted tireless research and will introduce fascinating and crucial information in an unforgettable way. This transfers to how you can live a high quality of life (with everything from working joints to working genitals) until the day you die. Because the doctors' real goal isn't just to make you live longer; it's to allow you to maintain vibrancy throughout your entire life.

432 PP.

Michael F. Roizen and
Mehmet C. Oz

RA777.8.D375 1999

MAN'S HEALTH SOURCEBOOK, THE [2nd Edition]

Provides tools, tips, and advice on leading an improved quality of life. Contains an overview of the cardiovascular, gastrointestinal, respiratory, endocrine, and reproductive systems and includes a section on mental health and its impact on physical health. Along with a sensible diet, regular exercise routine, and medical checkups, this reference book is an invaluable resource that is useful at every stage in a man's life.

304 PP.

Alfred M. Dashe

RA778.M10H08 2005

MEN'S HEALTH BEST WEIGHT-FREE WORKOUT

This book will show you can follow anywhere. You will get all of the essential weight-free exercises you need for total-body fitness and maximum flexibility.

96 PP.

Men's' Health

RA778.P3167 2005

BODY FOR LIFE FOR WOMEN: A WOMAN'S PLAN FOR PHYSICAL AND MENTAL TRANSFORMATION

Dr. Peeke draws on cutting-edge research as she fashions a 12-week eating, exercise, and emotional health program, specially tailored to women. She adapts the unique insights of the Body-for-Life program to the specific hormonal, metabolic, and physiological requirements of women so they can achieve the same life-transforming results.

271 PP.

Pamela Peeke

RA784.Z562 2008

EAT THIS NOT THAT!: SUPERMARKET SURVIVAL GUIDE: THE NO-DIET WEIGHT LOSS SOLUTION

With tens of thousands of products crammed into the walls of the neighborhood supermarket, trying to find a reliable snack, pantry product, or frozen dinner can be a serious challenge for the time-strained consumer. The Eat This, Not That! Supermarket Survival Guide changes all of that, offering discerning shoppers everywhere a simple plan for finding the healthiest foods for them and their families. Beyond homing in on the best and worst in the world of packaged foods, the Eat This, Not That! Supermarket Survival Guide scours the aisles to help you pick the most nutrient-packed produce, the leanest, tastiest cuts of meat, exotic cheeses that double as healthy snacks, and the best contaminant-free fish the ocean has to offer.

319 PP.

David Zinczenko with
Matt Goulding

RA784.Z563 2008

EAT THIS NOT THAT! THE BEST (& WORST) FOODS IN AMERICA!

This book puts the entire food industry under the spotlight, and arms you with the savvy tricks and insider information it takes to eat well no matter where you are. Americans spend more than \$400 billion a year eating out, and behind each burger, turkey sandwich, and ice cream sundae is a simple decision that could help you control your weight-and your life. Restaurant chains and food producers aren't interested in helping you make healthy choices.

304 PP.

David Zinczenko and
Matt Goulding

RA784.Z564 2009

EAT THIS NOT THAT: RESTAURANT SURVIVAL GUIDE: THE NO-DIET WEIGHT LOSS SOLUTION

Additional features in Eat This, Not That! Restaurant Survival Guide include: Restaurant Report Card: America's Best and Worst Restaurants, The Menu Decoder: rules for navigating any menu in the country, The Buffet Survival Guide, The New Rules of Eating Out, 50 Great Restaurant Meals under 500 Calories, Money- (and Calorie-) Saving Guide to Making Your Favorite Restaurant Meals at Home!

336 PP.

David Zinczenko

RA785.D374 2008

RELAXATION & STRESS REDUCTION WORKBOOK, THE: [6th Edition]

This book offers well-organized chapters on breathing, relaxation, meditation, thought stopping, and body awareness guide the reader through copious self-help techniques. There are chapters on subjects including job stress management, goal setting and time management, and assertiveness training, focus on daily scenarios people often find distressing.

317 PP.

Martha Davis, et al

RA785L86 2005

STRESS FREE FOR GOOD: 10 SCIENTIFICALLY PROVEN LIFE SKILLS FOR HEALTH AND HAPPINESS

We live in an age of stress. Constant stress significantly affects our ability to lead healthy and happy lives at work and home. Stress damages our physical and emotional well-being, our relationships, and our productivity. The authors spent years at the Stanford University School of Medicine developing skills for eliminating the stress, anxiety, and pain that occur in daily life. Delivering sound advice, "Stress Free for Good" is easy to use and starts working immediately.

222 PP.

Fred Luskin and
Kenneth R. Pelletier

RA971.B1058 2004

LEAN SIX SIGMA IN SICKNESS AND IN HEALTH: AN INTEGRATED ENTERPRISE EXCELLENCE NOVEL

This book is a clear description of the simplicity and power of the Six Sigma approach within a warm and human story of likeable people struggling to survive the aftermath of a traumatic car accident. A must read for those who still believe that Six Sigma and statistical methods only help in a manufacturing environment.

144 PP.

Forrest Breyfogle and
Arvind Salvekar

RB127.T872 2005

PAIN SURVIVAL GUIDE, THE: HOW TO RECLAIM YOUR LIFE

If you suffer from chronic pain, this proven 10-step program brings hope and relief, showing you how gradual changes in specific behaviors can lead to great improvements in your ability to cope. Unlike the authors of other pain books, they promise no miracle cures, but they do help you learn "not to let your body push you around" so life becomes enjoyable again.

203 PP.

Dennis C. Turk and
Frits Winter

RC552.C65.D36 2000

WHY CAN'T I STOP EATING? RECOGNIZING, UNDERSTANDING, AND OVERCOMING FOOD ADDICTION: A FOOD

As more and more Americans discover that crash diets and diet pills don't work, they are turning to self-help books that stress taking responsibility for one's weight and eating more healthily. *Why Can't I Stop Eating?* focuses on understanding how addictive substances, such as carbohydrates, sugar, and caffeine, react in the body. Danowski and Lazaro, a recovering food addict and a medical director of three addictions hospitals, respectively, believe that carbohydrate addiction is the main reason why 50 percent of Americans are overweight.

312 PP.

Debbie Danowski and
Pedro Lazaro

RC552.E.18K63 2007

FOOD AND FEELINGS WORKBOOK, THE: A FULL COURSE MEAL ON EMOTIONAL HEALTH

An extraordinary, powerful connection exists between feeling and feeding that may lead to one relying on food for emotional support, rather than seeking authentic happiness. This workbook takes on the seven emotions that plague problem eaters and shows readers how to embrace and learn from their feelings. Each chapter has two sets of exercises: experiential exercises that relate to emotions and eating, and questionnaires that provoke thinking about and understanding feelings and their purpose.

216 PP.

Karen R. Koenig

RC565.A32 2007

ADDICTION: WHY CAN'T THEY JUST STOP?

This companion book to the HBO documentary of the same name sheds light on the hidden American epidemic of addiction. Blending compelling personal narratives with statistics and expert opinion, all gleaned from over two years of research and reporting, *ADDICTION* offers a comprehensive and provocative look at the impact of chemical dependency on addicts, their loved ones, society, and the economy. Breaking the stigma that addicts are simply weak and immoral, it delves into new brain research proving that drugs and alcohol change the chemical composition of addicts' brains, making it veritably impossible for them to quit. The nation's top experts persuasively argue that the time has come for the blame to stop and the healing to begin.

256 PP.

John Hoffmand and
Susan Froemke, Editors

RC685.H8B4 2000

RELAXATION RESPONSE, THE

When you look at the popularity of mind-body medicine today, it's hard to understand what a groundbreaking book this was when it was first published in 1975. Based on studies at Boston's Beth Israel Hospital and Harvard Medical School, Dr. Herbert Benson showed that relaxation techniques such as meditation have immense physical benefits, from lowered blood pressure to a reduction in heart disease. If you want to understand the beginnings of today's alternative medicine movement, this is a good place to start.

240 PP.

Herbert Benson

RC685.H8M33 1999

MAYO CLINIC ON HIGH BLOOD PRESSURE

The Mayo Clinic promotes lifestyle changes to reduce high blood pressure, helping readers make those changes by providing answers to questions on diet, exercise, and medication.

180 PP.

Sheldon G. Sheps

RC899.R672 1994

PROSTATE BOOK, THE: SOUND ADVICE ON SYMPTOMS AND TREATMENT

Dr. Stephen Rous draws on his forty years of clinical experience to give readers the best information available on how the prostate works, diseases that affect it, treatment choices for different conditions, and the recuperation

process after surgery, including possible side effects.
287 PP.

Stephen N. Rous

RM222.2.H10 2005

MAYO CLINIC HEALTHY WEIGHT FOR EVERYBODY

Don't think you'll get the Mayo Clinic Instant Weight-Loss Diet in this book--there's no such thing. Instead, you get the information that the esteemed Mayo Clinic physicians and dietitians give their patients about weight control. There's no doctor-speak here: every point is explained simply and clearly, organized with frequent bold headings for easy skimming, and illustrated with helpful charts.

240 PP.

Donald D. Hensrud, Editor in Chief

RM222.2.R628 2000

VOLUMETRICS: FEEL FULL ON FEWER CALORIES

Volumetrics is designed to help you lose weight safely, effectively, and permanently without feeling hungry or deprived. Volumetrics will teach you how to consume fewer calories while enjoying a satisfying portion of food. With Volumetrics you can put an end to years of yo-yo dieting and frustrating weight gain and learn to look at food in a whole new way.

336 PP.

Barbara Rolls

RM222.F10R08 2009

BIGGEST LOSER, THE: SIMPLE SWAPS

The road to a healthier lifestyle starts with small decisions and better choices. Now, with The Biggest Loser Simple Swaps, you can get healthy by simply swapping your old food, habit, and lifestyle choices for healthier versions every day. With 100 simple swaps that cut calories, save money, and provide better nutrition as well as more than 30 mouthwatering recipes that put these swaps into action, getting fit and healthy has never been easier.

202 PP.

Cheryl Forberg, et. al

RM237.5.R65 2006

YOU ON A DIET: THE OWNER'S MANUAL FOR WAIST MANAGEMENT

Now researchers are unraveling biological secrets about such things as why you crave chocolate or gorge at buffets or store so much fat. Authors of the bestselling YOU series, are now translating this cutting-edge information to help you shave inches off your waist. They're going to do it by giving you the best weapon against fat: knowledge. By understanding how your body's fat-storing and fat-burning systems work, you're going to learn how to crack the code on true and lifelong waist management.

370 PP.

Michael F. Roizen and
Mehmet C. Oz

RM722.H10 2001

SELF-CARE ESSENTIALS: A SIMPLE GUIDE TO MANAGING YOUR HEALTH CARE AND LIVING WELL

128 PP.

David Hunnicutt and
Craig Johnson

RM222.2.T717 2003

INTUITIVE EATING: A REVOLUTIONARY PROGRAM THAT WORKS

Make peace with food, and free yourself from chronic dieting forever. Get to the natural weight that fits you. This book focuses on nurturing your body rather than starving it, encourages natural weight loss, and helps you find the weight you were meant to be.

304 PP.

Evelyn Tribole and
Elyse Resch

Human Relations

BF323.E7R42 1990

HUMAN ERROR

Modern technology has now reached a point where improved safety can only be achieved through a better understanding of human error mechanisms. In its treatment of major accidents, the book spans the disciplinary gulf between psychological theory and those concerned with maintaining the reliability of hazardous technologies. Much of the theoretical structure is new and original, and of particular importance is the identification of cognitive processes common to a wide variety of error types.

302 PP.

James Reason

BJ1725.D45 2007

JUST CULTURE: BALANCING SAFETY AND ACCOUNTABILITY

A just culture protects people's honest mistakes from being seen as culpable. But what is an honest mistake, or rather, when is a mistake no longer honest? It is too simple to assert that there should be consequences for those who 'cross the line'. Lines don't just exist out there, ready to be crossed or obeyed. We-people-construct those lines; and we draw them differently all the time, depending on the language we use to describe the mistake, on hindsight, history, tradition, and a host of other factors. What matters is not where the line goes-but who gets to draw it.

153 PP.

Sidney Dekker

HD3616.U47.S6 2000

REGULATORY CRAFT, THE: CONTROLLING RISKS, SOLVING PROBLEMS, AND MANAGING COMPLIANCE

This book tackles one of the most pressing public policy issues of our time: the reform of regulatory and enforcement practice. The author shows how prescriptions for reform that are centered on the concepts of customer service and process improvement fail to take account of the distinctive character of regulatory responsibilities which involve the delivery of obligations rather than just services.

336 PP.

Malcolm K. Sparrow

HF5549.5.C16 1998

CONTENTED COWS GIVE BETTER MILK: THE PLAIN TRUTH ABOUT EMPLOYEE RELATIONS AND YOUR BOTTOM LINE

The authors have taken pains to explode many of the myths about employee relations, including those based on the notion that 'more is better', and instead, tried to offer practical, fad-free advice for transforming your workforce--be it a Fortune 500 or a start-up, into a lethal competitive weapon.

224 PP.

Bill Catlette and
Richard Hadden

RC969.T10 1997

MEETING THE CHALLENGE OF MEDICAL ISSUES: A HANDBOOK FOR FEDERAL SUPERVISORS, MANAGERS AND HUMAN RESOURCE PRACTITIONERS

Marilyn L. Teplitz

T54.R4 1997

MANAGING THE RISKS OF ORGANIZATIONAL ACCIDENTS

This is a landmark book by the renowned expert and guru on human error, Professor James Reason. The author methodically, step-by-step, explains how the various defenses erected to prevent accidents can be breached in the highly technologically advanced and hazardous industries. Using the famous "Swiss Cheese" model to illustrate his point, he outlines how latent defects can conspire with active failures to result in accidents.

252 PP.

James Reason

TL.553.5.W54 2003

HUMAN ERROR APPROACH TO AVIATION ACCIDENT ANALYSIS, A: THE HUMAN FACTORS ANALYSIS AND

CLASSIFICATION SYSTEM

This book presents a model for investigating and analyzing human error in aviation. Called the "Human Factors Analysis and Classification System," it is based on James Reason's "Swiss cheese" model of accident causation (1990) and was developed for use by the U.S. Navy and Marine Corps.

165 PP.

Douglas A. Weigmann and
Sacott A. Shappell

Industry

T55.T57 2006

MANAGER'S GUIDE TO OSHA, THE: WHAT EVERY MANAGER SHOULD KNOW

This book is designed to help managers and human resource professionals become familiar with this important law, and offers guidance and helpful advice on what to expect during OSHA inspections, what citations or penalties can be proposed, and how to appeal if necessary. This revised edition contains the most recent information related to OSHA, and comes complete with forms and other helpful resources in the Appendix.

99 PP.

Neville C. Tompkins

FAA 1617 1996

BENEFITS OF CONTROLLER-PILOT DATA LINK ATC COMMUNICATIONS IN TERMINAL AIRSPACE

Federal Aviation Administration and
Department of Transportation and
the Data Link Benefits Study Team

FAA 1618 1995

USER BENEFITS OF TWO-WAY DATA LINK ATC COMMUNICATIONS: AIRCRAFT DELAY AND FLIGHT EFFICIENCY IN CONGESTED EN ROUTE AIRSPACE

Federal Aviation Administration and
Department of Transportation and
the Data Link Benefits Study Team

HD3089.ATC10 1997

IN SEARCH OF THE FUTURE OF AIR TRAFFIC CONTROL

Tekla Perry, Editor

HD8039.A42U54 1987

THIRD MAN, THE: A HISTORY OF THE AIRLINE CREW COMPLEMENT CONTROVERSY

162 PP.

Nick A. Komons

HD9711.U638637 1991

LEGEND AND LEGACY: THE STORY OF BOEING AND ITS PEOPLE

This book will take you behind the statistics and the awe-inspiring aircraft to tell the inspiring true story of Boeing, a company whose willingness to take daring market risks has kept it at the top of its industry.

480 PP.

Robert J. Serling

HE9787.M23 1981

SEMANTICS OF AIR PASSENGER TRANSPORTATION, THE

Edward MacNeal

TD4.F10 2003

GROUND STOP: AN INSIDE LOOK AT THE FEDERAL AVIATION ADMINISTRATION ON SEPTEMBER 11, 2001

On 9/11/01, long before anyone was aware of the impending attack, members of the US air traffic control system knew something was wrong. Ground Stop tells the story of the FAA's first responders on 9/11. Unsung heroic actions

were taken that day, and now the story can be told. There were stories of lightning quick decisions that saved lives. Airplanes were grounded all over the nation, and when all was quiet - - the hard part began.

166 PP.

Pamela S. Freni

TL515.B10 1997

STORY OF AVIATION, THE: A CONCISE HISTORY OF FLIGHT

The authors examine the airplane's diverse career, exploring how it has been used for military defense, emergency rescue, and freight delivery, as well as for sheer recreation (as evidenced by the growing number of amateur pilots). They also discuss such spin-off industries as building and maintenance, operations, and passenger service. Illustrated with black and white and color photographs.

144 PP.

Ray Bonds, Editor

TL540.CPS85 2002

UNLOCKING THE SKY: GLENN HAMMOND CURTISS AND THE RACE TO INVENT THE AIRPLANE

Catching the wave of current anti-Wright scholarship as exemplified by Herbert A. Johnson's *Wingless Eagle: U.S. Army Aviation through World War I*. This study reviews the remarkable public career of Glenn Hammond Curtiss and his bitter legal feud with Orville and Wilbur Wright. A contest (1909-17) that pitted the virtues of open, shared access to technological change against the powerful economic force of monopoly ownership.

258 PP.

Seth Shulman

TL540.V6 1969

GREAT AIR RACES, THE

This book gives an accurate and interesting account of three decades of air racing. Air racing, despite its hazards, contributed greatly to the development of both commercial and military aviation during this period.

Don Vorderman

TL540.W7A3 1988

HOW WE INVENTED THE AIRPLANE: AN ILLUSTRATED HISTORY

Fascinating firsthand account covers early experiments, construction of planes and motors, first flights, much more. This book presents 76 photographs.

87 PP.

Orville Wright

TL553.6.S43 1997

APPLIED COGNITIVE TASK ANALYSIS IN AVIATION

Focusing on cognitive psychology and artificial intelligence analyses of aviation tasks, the authors discuss how to identify and solve specific design and training problems, in the flight deck, air traffic control, and operations contexts.

338 PP.

Thomas L. Seamster, et al

HE9803.A35P7 1987

TROUBLED PASSAGE: THE FEDERAL AVIATION ADMINISTRATION DURING THE NIXON-FORD TERM 1973-1977

This volume is produced from digital images created through the University of Michigan University Library's large-scale digitization efforts. The Library seeks to preserve the intellectual content of items in a manner that facilitates and promotes a variety of uses. The digital reformatting process results in an electronic version of the original text that can be both accessed online and used to create new print copies. The Library also understands and values the usefulness of print and makes reprints available to the public whenever possible. This book and hundreds of thousands of others can be found in the Hathi Trust, an archive of the digitized collections of many great research libraries.

340 PP.

Edmund Preston

HE9803.A4K64 1978

BONFIRES TO BEACONS: FEDERAL CIVIL AVIATION POLICY UNDER THE AIR COMMERCE ACT 1926-1938
454 PP.

Nick A. Komons

HE9803.A4R6 1976

TAKEOFF AT MID-CENTURY: FEDERAL CIVIL AVIATION POLICY IN THE EISENHOWER YEARS 1963-1961
454 PP.

Stuart I. Rochester

HF309.E10 1993

HOW TO ASSURE THE FUTURE OF YOUR AIRPORT: PRINCIPLES OF AIRPORT MANAGEMENT AND
ADMINISTRATION

A collection of articles by R. A. Exkrose, P. E., and William H. Green, P.E.

Roy A. Eckrose and
William A. Green

HF5567.4.S10 1997

FLYING BLIND, FLYING SAFE

Written by a crusading former government official, FLYING BLIND, FLYING SAFE is the book that must be read by everyone who flies. In it is the vital airline safety information the public has a right and a need to know: the most dangerous planes and flying conditions; the least secure vs. the best equipped airports; which carriers to avoid and why; and ways to help yourself increase safety.

373 PP.

Mary Schiavo

TL521.K36 1980

SAFE, SEPARATED AND SOARING: A HISTORY OF FEDERAL CIVIL AVIATION POLICY

This book was digitized and reprinted from the collections of the University of California Libraries.
222 PP.

Richard J. Kent, Jr.

TL553.26.V5 1998

HARPER'S AIRCRAFT BOOK: WHY AEROPLANES FLY, HOW TO MAKE MODELS, AND ALL ABOUT
AIRCRAFT, LITTLE AND BIG, A.

Hyatt Verrill

TL553.5.D57 2007

LIMITS OF EXPERTISE, THE: RETHINKING PILOT ERROR AND THE CAUSES OF AIRLINE ACCIDENTS

The Limits of Expertise reports a study of the 19 major U.S. airline accidents from 1991-2000 in which the National Transportation Safety Board (NTSB) found crew error to be a causal factor. Each accident is reported in a separate chapter that examines events and crew actions and explores the cognitive processes in play at each step.

352 PP.

Key Dismukes

TL553.5.N26 1987

BLIND TRUST: THE HUMAN CRISIS IN AIRLINE SAFETY

In graphic detail, this book demonstrates the havoc that has been wrought in the airline business in this country by the deregulation bill of 1978. Lower fares mean less income, and less income results in cost-cutting. While Nance, a lawyer and pilot, does not urge a return to the pre-1978 days, he recommends that the FAA, as the industry watchdog, be given increased powers to control airline safety.

416 PP.

John J. Nance

BF408.M484 2001

CRACKING CREATIVITY: THE SECRETS OF CREATIVE GENIUS

This is a book on how creative people think--and how to put their secrets to work for you. Genius strategies are explained and broken down into simple lessons, liberally illustrated with fascinating anecdotes about such greats as Leonardo da Vinci and Pablo Picasso.

309 PP.

Michael Michalko

BF408.V579 1986

KICK IN THE SEAT OF THE PANTS, A

When was the last time you had a creative idea? This morning? Last month? Last year? Sometimes you need A Kick in the Seat of the Pants to get your thinking going. This book does just that by taking you on a guided tour through the four roles of the creative process-Explorer, Artist, Judge, and Warrior.

Roger Von Oech

BF408.V581 1998

WHACK ON THE SIDE OF THE HEAD, A: HOW YOU CAN BE MORE CREATIVE [Revised Edition]

Revised and expanded for the 1990s, here is the best-selling creative-thinking classic written by America's foremost creativity consultant. Illustrations.

Roger Von Oech

BF455.D433 1985

SIX THINKING HATS

The author presents a simple but effective way to become a better thinker. He separates thinking into six distinct modes, identified with six colored "thinking hats".

173 PP.

Edward De Bono

BF683.S10 2005

212 THE EXTRA DEGREE

This is an inspiring book that focuses on the essential fundamental of effort-- the primary fundamental that feeds all others. Its purpose is to inspire the extra level of effort that produces exponential results. Let 212 become a part of everyone's vocabulary-- a way to say "go get 'em" and a way to say "great work" -- a tagline as powerful as some of the world's most successful brands but one you can implement with your most valuable asset -- your people.

76 PP.

S. L. Parker

HD53.M53 2006

THINKERTOYS: A HANDBOOK OF CREATIVE-THINKING TECHNIQUES

THINKERTOYS will teach you how to generate new ideas for businesses, markets, sales techniques, and products and product extensions. Packed with fun and practical tools and exercises, it outlines 30 practical linear and intuitive techniques that can be used by individuals or groups to tackle and solve business problems in fresh, creative ways.

394 PP.

Michael Michalko

HD53.V63 2000

ENABLING KNOWLEDGE CREATION: HOW TO UNLOCK THE MYSTERY OF TACIT KNOWLEDGE AND RELEASE THE POWER OF INNOVATION

The authors describe the five key "knowledge enablers" and outline what it takes to instill a knowledge vision, manage conversations, mobilize knowledge activists, create the right context for knowledge creation, and globalize local knowledge. They stress that knowledge creation must be more than the exclusive purview of one individual--or designated "knowledge" officer. Indeed, it demands new roles and responsibilities for everyone in the organization.

293 PP.

George Von Krogh, et al

HF55549.5.K686 2010

BUY*IN: SAVING YOUR GOOD IDEA FROM GETTING SHOT DOWN

The book presents a fresh and amusing fictional narrative showing attack strategies in action. It then provides several specific counterstrategies for each basic category the authors have defined--including: a) Death-by-delay: Your enemies push discussion of your idea so far into the future it's forgotten. b) Confusion: They present so much data that confidence in your proposal dies. c) Fear mongering: Critics catalyze irrational anxieties about your idea. d) Character assassination: They slam your reputation and credibility. e) Smart, practical, and filled with useful advice, Buy-In equips you to anticipate and combat attacks--so your good idea makes it through to make a positive change.

190 PP.

John P. Kotter

LB1590.3.N67 2009

LEARNING TO THINK THINGS THROUGH: A GUIDE TO CRITICAL THINKING ACROSS THE CURRICULUM

This book is intended as a guidebook for learning to think critically in a discipline, a subject matter, an area, or a field of study. This text stacks up very well against its competition because it is concise. It applies to disciplines taught at any level of generality, at any educational level, and it includes multidisciplinary courses.

231 PP.

Gerald M. Nosich

TA1632.W10L8 1997

PICTURE'S WORTH 1,000 WORDS, A: A WORKBOOK FOR VISUAL COMMUNICATIONS

Designed for reuse, this workbook will help you gain the skills and confidence to express your ideas with pictures. You do not have to be a graphic artist to add graphic dimension to your presentation. With these simple graphics tips, you will be on your way to creating a fun presentation that has impact!

72 PP.

Jean Westcott

Interviewing

HF5549.4.I6R674 2000

MANAGER'S GUIDE TO HIRING THE BEST PERSON FOR EVERY JOB, THE

"A Manager's Guide to Hiring the Best Person for Every Job", gives you a practical interviewing strategy that generates superior results. For minimum time investment with maximum return on payroll dollars, you can't beat this book.

304 PP.

DeAnne Rosenberg

HF5549.5.F364 2000

BEHAVIOR-BASED INTERVIEWING: SELECTING THE RIGHT PERSON FOR THE JOB

Tips and guidelines to finding that perfect employee, developing clear and accurate job descriptions and requirements, establishing fair and defensible hiring processes, and constructing objective interview questions.

120 PP.

Terry L. Fitzwater

HF5549.5.I6D443 1994

INTERVIEWING: MORE THAN A GUT FEELING - HOW TO HIRE THE RIGHT PERSON THE FIRST TIME

Now you can take the guesswork out of hiring by relying on fair, logical ways to identify the best candidates for the job. This best-selling book will help you learn how to use the behavioral approach to interviewing. By asking questions that probe for past behavior, you will be able to identify the candidate best suited for the job. You'll also discover tips on how to save an uncomfortable interviewing situation.

96 PP.

Richard S. Deems

HF5549.5.I6G74 1996

GET HIRED! WINNING STRATEGIES TO ACE THE INTERVIEW

Like no other book, this guide is packed with expert advice, tips, and secrets gained from Dr. Green's years of front-line experience. In short, this book will dramatically increase your ability to ace the interview and land the job

you want.
262 PP.

Paul C. Green

HF5549.5.I6K47 2006

COMPETENCY-BASED INTERVIEWS: MASTER THE TOUGH NEW INTERVIEW STYLE AND GIVE THEM THE ANSWERS THAT WILL WIN YOU THE JOB

People interviewing for jobs today often fail because they are using yesterday's strategies. They haven't realized that the best employers have changed the way interviews are done, and it now takes a different strategy to succeed. Competency-Based Interviews offers you a new and more effective way to handle the tough new interviews so that you will emphasize the knowledge, skills and abilities that you have and that employers need. This approach will teach you what you need to master this tough new interview style and give the interviewers the answers that will win you the job.

255 PP.

Robin Kessler

HF5549.5.I6M3178 2010

201 KNOCKOUT ANSWERS TO TOUGH INTERVIEW QUESTIONS: THE ULTIMATE GUIDE TO HANDLING THE NEW COMPETENCY-BASED INTERVIEW STYLE

Increasingly, employers today are using a tough new kind of interview to evaluate candidates and determine how well they think on their feet. To be successful in these new competency-based interviews, job seekers must be prepared with situation-specific examples that highlight the accomplishments, knowledge, and abilities they have that employers need. Featuring a plethora of sample questions and winning answers this book is organized by the five core competencies most interviewers are looking for.

195 PP.

Linda Matias

Labor Relations

FAA 1831 2001

NATCA AGREEMENT BETWEEN NATIONAL AIR TRAFFIC CONTROLLERS ASSOCIATION ENGINEERS AND ARCHITECTS AFL/CIO AND THE FEDERAL AVIATION ADMIN. DEPARTMENT OF TRANSPORTATION

Federal Aviation Administration

HD58.9.FLRA 2001

GUIDE TO THE FEDERAL SERVICE LABOR-MANAGEMENT RELATIONS PROGRAM, A

Designed to assist readers, in a nontechnical way, to improve their understanding of the rights and obligations of Federal agencies, employees, and labor organizations under the Federal Service Labor-Management Relations Statute (Title of the Civil Service Reform Act of 1978, Title 5 U.S.C. paragraphs 7101-7135 (the Statute)

92 PP.

Federal Labor Relations Authority

HD58.9.S11 2000

YOU'RE IN THE UNIT NOW: THE FEDERAL EMPLOYEE'S GUIDE TO UNDERSTANDING LABOR - MANAGEMENT RELATIONS

61 PP.

Susan McGuire Smith

HD589.FPMI11 2001

SUPERVISOR'S GUIDE TO FEDERAL LABOR RELATIONS, THE [6th Edition]

Federal supervisors need the current guidance and knowledge on day-to-day issues provided in this helpful, practical guide, topics include making changes and improvements, how to manage under a labor agreement, handling grievances and unfair labor practices, and meetings with employees.

FPMI Communications, Inc.

HD69.6B57 1999

FLAWLESS CONSULTING: A GUIDE TO GETTING YOUR EXPERTISE USED

Flawless Consulting focuses on ways of behaving with line managers and includes case studies and commentary to demonstrate consultant integrity and interpersonal dynamics.

370 PP.

Peter Block

KF3369.LRP10 2007

ABCs OF FEDERAL LABOR RELATIONS LAW, THE

This publication is designed to provide accurate and authoritative information in regard to the subject matter covered.

41 PP.

Robert Gilson

KF3455.Z9G84 2006

ESSENTIAL GUIDE TO FEDERAL EMPLOYMENT LAWS, THE

This book is a plain-English guide to the 20 most important federal laws dealing with employment issues. It provides all the information you need on each of the major federal employment laws, including the Fair Labor Standards Act, the Occupational Safety and Health Act, the Family and Medical Leave Act and more.

481 PP.

Lisa Guerin, Esq. and
Amy DelPo, Esq.

KF5365.C17 2006

LABOR RELATIONS FOR SUPERVISORS AND MANAGERS: THE FEDERAL MANAGER'S GUIDE TO SUPERVISING UNIONIZED EMPLOYEES

This book will start by showing you the basics of federal labor law that apply to you, and then it will carry you through the most common situations you will be dealing with.

126 PP.

Michael Corum

KF5365.G16 2005

FEDERAL LABOR RELATIONS YEAR BOOK

This book examines the past year's most significant FLRA, FSIP and related court decisions. This resource gives you summaries and full text of FY 05's critical labor relations decisions.

258 PP.

Sean D. Hurley

Leadership

HD57.7.Z46 2002

EXTRAORDINARY LEADER, THE: TURNING GOOD MANAGERS INTO GREAT LEADERS

A No-Nonsense, Battle-Tested Program for Developing Exceptional Leadership Skills—Both In Your Organization and Yourself. The ability to lead, far more than just a natural gift, is a concrete and learnable skill—one that can be acquired by studying and applying specific proficiencies and attitudes. The Extraordinary Leader draws on responses from 200,000 questionnaires to define the skills that comprise effective leadership, and then provides a systematic and innovative program for attaining, developing, and implementing those skills.

295 PP.

John H. Zenger and
Joseph Folkman

BF637.H10 2001

CASES IN EFFECTIVE LEADERSHIP

67 PP.

David Hornstay

BF637.L4G633 2001

LEADER EFFECTIVENESS TRAINING: THE FOUNDATION FOR PARTICIPATIVE MANAGEMENT AND EMPLOYEE INVOLVEMENT

L.E.T. has changed countless corporations and private businesses-including many Fortune 500 companies-with its down-to-earth communication and conflict resolution skills. Now, this indispensable source has been newly revised with updated research and timely case studies.

320 PP.

Thomas Gordon

BF637.S8C67 1991

PRINCIPLE-CENTERED LEADERSHIP

Dr. Covey offers insights and guidelines that can help you apply these principles both at work and at home leading not just to a new understanding of how to increase quality and productivity, but also to a new appreciation of the importance of building personal and professional relationships in order to enjoy a more balanced, more rewarding, more effective life.

334 PP.

Stephen R. Covey

BJ1533.A4C431 2000

ARC OF AMBITION, THE: DEFINING THE LEADERSHIP JOURNEY

What separates the wannabes from the great achievers? For internationally renowned management experts Jim Champy and Nitin Nohria, the key ingredient is ambition. Showcasing the experiences of dozens of contemporary and historical figures from all walks of life, The Arc of Ambition is a practical and inspirational guide to harnessing your ambition and leaving a legacy of accomplishment.

272 PP.

James Champy and
Nitin Nohria

BV4597.53.L43H37 2008

TRUST ME: DEVELOPING A LEADERSHIP STYLE PEOPLE WILL FOLLOW

Trust Me: Developing a Leadership Style People Will Follow, calls today's leaders back to the basics. Its focus is on the timeless principles derived from the teaching of the greatest leader of all time. You'll become a better leader as you rediscover the time-tested, positive principles that will work in any leadership situation—in a major corporation, a small business, a volunteer situation, or a church group...any context in which you are asked to lead.

242 PP.

Wayne Hastings and
Ronald Potter

GD57.7.U83 2001

LEADING UP: HOW TO LEAD YOUR BOSS SO YOU BOTH WIN

Useem includes leadership lessons to reinforce the value of the stories and highlight particular points. An integral ingredient throughout the leadership lessons is communications. Providing accurate data, not withholding information or being afraid to speak up to a superior, is part of what he perceives as essential.

203 PP.

Michael Useem

HD30.23.R59 2005

WHY GREAT LEADERS DON'T TAKE YES FOR AN ANSWER

In this book, Harvard Business School Professor Michael Roberto shows you how to stimulate honest, constructive dissent and skepticism...use it to improve decisions...and then align your entire organization to fully support those decisions.

278 PP.

Michael A. Roberto

HD30.4.B482 2008

DEVELOPING LEADERSHIP TALENT

Based on the CCL's popular, "Developing Leadership Talent" program, this important resource offers a nuts-and-bolts framework for putting in place a leadership development system that will attract and retain the best and brightest talent. Step by step, the authors explain how alignment with strategic goals and organizational purpose and effective developmental experiences are the backbone of a successful leadership program. An authoritative and

useful book, Developing Leadership Talent is an essential tool for any leadership program.
136 PP.

David Berke, et al.

HD338.C11 2004

MONDAY MORNING LEADERSHIP FOR WOMEN

Monday Morning Leadership for Women is a wonderful story about how to balance work and life! Written in a pleasant, easy-to-read tone, it takes you on a journey with a struggling manager and her mentor. Monday Morning Leadership for Women is written with vivid stories and keen insights.

122 PP.

Valerie Sokolsky

HD38.2.B4622 2003

EXECUTIVE CHARISMA: SIX STEPS TO MASTERING THE ART OF LEADERSHIP

The author demonstrates that charismatic executives are not just born, they are made -- and she introduces a proven six-step program for transforming yourself from a competent manager into a true leader. You'll learn how to think, act, and communicate like a C-level executive (CEO, CFO, CIO, etc.), and you'll discover powerful tools for developing and fine-tuning the complete executive charisma skill set.

2001 PP.

D. A. Benton

HD38.2.M4623 2006

EXECUTIVE INTELLIGENCE: WHAT ALL GREAT LEADERS HAVE

The final word on what traits make for highly successful managers and a detailed explanation of how to identify potential standout performers. Executive Intelligence is about the substance behind great leadership. Inspired by the work of Peter Drucker and Jim Collins, Justin Menkes set out to isolate the qualities that make for the 'right' people. Drawing on his background in psychology and bolstered by interviews with accomplished CEOs, Menkes paints the portrait of the ideal executive. 306 PP.

Justin Menkes

HD57.7.B394 2008

LEADERSHIP FOR SMART PEOPLE: BOOK 1: THE FIVE TRUTHS

Characteristics of Smart People: 1) They understand the importance and power of true leadership. 2) They recognize that true leadership is the engine that drives organizations. 3) They use true leaders power to make a positive difference-every day. 4) They know that taking the risk of initiative that is true leadership enables them to achieve something better for themselves, their organization, society and the world.

114 PP.

Warren Blank

HD57.7.A2749 2009

HOW TO GROW LEADERS: THE SEVEN KEY PRINCIPLES OF EFFECTIVE LEADERSHIP DEVELOPMENT

John Adair identifies the seven key principles of leadership development and answers vital questions on how to select, train and educate leaders. In doing so he discusses topics such as the manager as leader, how people become leaders, how to manage leadership training, learning to be a strategic leader and training team leaders.

184 PP.

John Adair

HD57.7.B10 2003

BUILDING TRUST: HOW TO GET! HOW TO KEEP IT!

This book is all about trust, the different types of trust; from trusting one person for one thing and another person for something else. It discusses a trust-building model, how to be responsive, caring, sincere, trustworthy, and managing organizational trust, because trust is indeed a crucial part of leadership. In June 2009 issue "Harvard Business Review" has an article on rebuilding trust.

114 PP.

Hyler Bracey

HD57.7.B3475 2008

LEADING WITH KINDNESS: HOW GOOD PEOPLE CONSISTENTLY GET SUPERIOR RESULTS

In the world of business, kindness is often regarded as weakness, therefore the development of this trait is often overlooked. Being kind is a crucial attribute of some of the world's most successful business leaders, leaders whose success emanates from their integrity, credibility, vision, insight, inclusion, and fairness. If you are genuinely committed to the welfare of your company and your people through thick and thin you will reap the benefits of trust, honesty, commitment, and loyalty.

236 PP.

William F. Baker and
Michael O'Malley

HD57.7.B447 1993

FLIGHT OF THE BUFFALO: SOARING TO EXCELLENCE, LEARNING TO LET EMPLOYEES LEAD

Authors James Belasco and Ralph Stager show how to bring organizations to peak productivity by learning to let employees lead. They take viewers to the operations of the Navy's Blue Angels, the Furon Company, and a major medical supply distributor. A winning program for business and government.

368 PP.

James Belasco and
Ralph Stayer

HD57.7.B454 1992

GETTING THINGS DONE WHEN YOU ARE NOT IN CHARGE

For everyone who has more responsibility than authority or is frustrated by feelings of powerlessness, Bellman (author of *The Quest for Staff Leadership*) explains how to be productive and effective--and achieve job satisfaction--in today's demanding workplace.

278 PP.

Geoffrey M. Bellman

HD57.7.B53 1998

30 DAYS TO CONFIDENT LEADERSHIP: THE LIFE AT WORK COMPANY

Being a good leader doesn't mean always having the right answers, but having the right questions--about yourself and the work you do. That's what this book by noted consultant, Bob Biehl, teaches you to do. Asking the right questions is a key to success.

240 PP.

Bob Biehl

HD57.7.B56 1985

LEADERSHIP AND THE ONE MINUTE MANAGER: INCREASING EFFECTIVENESS THROUGH SITUATIONAL LEADERSHIP

In clear, simple terms this program teaches managers a simple system that refutes the conventional management mandate of treating all employees equally. This remarkable, easy-to-follow book is a priceless guide to creative, personalized leadership that elicits the best performance from your staff--and the best bottom line for any business.

111 PP.

Ken Blanchard

HD57.7.B5612 2009

LEADING AT A HIGHER LEVEL: BLANCHARD ON LEADERSHIP AND CREATING HIGH PERFORMING

Leading at a Higher Level translates decades of research and 25 years of global experience into simple, practical, and powerful strategies to equip leaders at every level to build organizations that produce bottom-line results. At Nissan, we have made these principles a core part of our leadership philosophy, better equipping our managers to bring out the great energies and talents of our employees.

384 PP.

Ken Blanchard

HD57.7.B5614 2003

LEADERSHIP PILL, THE: MISSING INGREDIENT IN MOTIVATING PEOPLE TODAY, THE

Blanchard is a veritable self-help book writing machine. His latest--a typically slim volume offering a typically simple

parable-concerns a competition between two leaders with wildly different management styles. Leaders must show integrity, build "a culture of partnership" and affirm their employees' sense of self-worth by letting them know what they do is important. It's a solid, though obvious, message that should resonate with fans of Blanchard's brand of advice.

114 PP.

Ken Blanchard

HD57.7.C645 2001

GOOD TO GREAT: WHY SOME COMPANIES MAKE THE LEAP- - AND OTHERS DON'T

The author and his team of researchers established good-to-great benchmarks to identify a group of 11 elite companies that made the leap from good to great and sustained that greatness for at least 15 years. The real surprise is not so much what good companies do to propel themselves to greatness - it is why more companies have not done the same things more often.

300 PP.

Jim Collins

HD57.7.D74 2003

SYNERGY OF ONE, THE: CREATING HIGH-PERFORMANCE SUSTAINABLE ORGANIZATIONS THROUGH INTEGRATED PERFORMANCE LEADERSHIP

Business consultant Dreikorn explains the dynamics in organizations, and describes business interactions as integrated processes that can be defined and managed as a holistic organism.

208 PP.

Michael J. Dreikorn

HD57.7.F10 2009

GREATER THAN YOURSELF: THE ULTIMATE LESSON OF TRUE LEADERSHIP

This book is more than a good tale well told. It's a path-breaking book that brings to life the ultimate leadership lesson that the highest purpose of our work is the development of other leaders. It's a gift for your mind and your spirit.

170 PP.

Steve Farber

HD57.7.F365 2004

RADICAL LEAP, THE: A PERSONAL LESSON IN EXTREME LEADERSHIP

In The Radical Leap, we meet Steve, a leadership consultant who is intrigued and challenged by an enigmatic man named Edg, from whom he learns the concept of LEAP (cultivate Love, generate Energy, inspire Audacity and provide Proof). A business parable that reads like a novel, The Radical Leap is filled with vivid, fully realized, and eccentric characters, crazy plot twists, honest and believable conversations about leadership, and most important, an innovative program for leaders to inspire and engage their companies.

180 PP.

Steve Farber

HD57.7.F5837 2009

TRANSNATIONAL LEADERSHIP DEVELOPMENT: PREPARING THE NEXT GENERATION FOR THE BORDERLESS BUSINESS WORLD

Transnational Leadership Development acquaints readers with the paradoxes and mental processes leaders need to relate successfully to people with different backgrounds, cultures, and societal identities. The book advises readers on how leaders may learn to see, feel, and experience the world with different lenses; take the necessary amount of time to reflect on what they know and what they need to know; find new ways to communicate; and be resilient in the face of this unique challenge. This powerful guide lights the way for those seeking to develop their people's proficiency in leading globally.

224 PP.

Beth Fisher-Yoshida and
Kathy D. Geller

HD57.7.G33 2003

TRUSTED LEADER, THE: BRINGING OUT THE BEST IN YOUR PEOPLE AND YOUR COMPANY

Who do you trust at work and who trusts you? By inviting readers to answer these two questions, authors Galford and Drapeau get their arms around the slippery yet strategic dimension of trust in organizations. The Trusted Leader is grounded in their research and experience in executive development. The authors define three areas of trust, including strategic trust (assurance the organization is doing the right things), organizational trust (belief in the way things are being done), and personal trust (confidence between leader and employees).

271 PP.

Robert Galford and
Anne Siebold Drapeau

HD57.7.G4582 2007

TRUE NORTH: DISCOVER YOUR AUTHENTIC LEADERSHIP

This is a series of interviews with 125 managers, from Novartis CEO Daniel Vasella to Palm co-founder Donna Dubinsky. George and Sims indulge in a few anecdotes that flatter their subjects. But they also get interviewees to talk about failures, emotional challenges, personal tragedies, regrets in short, life events that knocked them off typical career paths. Taken together, the stories illustrate True North's thesis: that there is no single way to become an ideal leader. The volume is both memorable and perceptive.

251 PP.

Bill George with
Peter Sims

HD57.7.G664 2002

THE POWER OF EMOTIONAL INTELLIGENCE

Goleman teams with renowned EI researchers Richard Boyatzis and Annie McKee to explore the role of emotional intelligence in leadership. Unveiling neuroscientific links between organizational success or failure and "primal leadership," the authors argue that a leader's emotions are contagious. If a leader resonates energy and enthusiasm, an organization thrives; if a leader spreads negativity and dissonance, it flounders. This breakthrough concept charges leaders with driving emotions in the right direction to have a positive impact on earnings or strategy.

306 PP.

Daniel Goleman, et al

HD57.7.H438 1999

ESSENTIAL MANAGERS: LEARNING TO LEAD

In this book you will learn all you need to know about leadership and understand the core skills and personal attributes needed to be an effective, responsible, and empowering manager.

72 PP.

Robert Heller

HD57.7.H46 1997

SITUATIONAL LEADER, THE

This is the story of a manager responsible for achieving results, developing people and contributing to organizational success. The Situational Leader reminds the reader that it is not enough to describe your leadership style or communicate your intentions. A Situational Leader assesses the performance of others and takes the responsibility for making things happen.

128 PP.

Paul Hersey

HD57.7.K367 2006

POWER OF NICE, THE: HOW TO CONQUER THE BUSINESS WORLD WITH KINDNESS

The authors explain that being genuine produces much better results. They build their case for using little gestures to get you what you want. Though a lively and pleasant read, this is not a cutesy little bonbon of a book. Well thought-out and crisply presented, it offers key principles, case studies and exercises to help make niceness habitual.

127 PP.

Linda Kaplan Thaler and
Robin Koval

HD57.7.K546 2007

BUILDING CHARACTER: STRENGTHENING THE HEART OF GOOD LEADERSHIP

Building Character is written for leaders who understand their responsibility to develop authentic leaders within their organizations. Without presenting an overarching moral code or a prescriptive code of behavior, this book offers leaders and managers a practical model complete with the tools, information, and processes to develop character in leaders at all levels. The author explains the role character plays in leadership success and effectiveness and outlines how character can be developed through the Five E's—Example, Education, Experience, Evaluation, and Environment.

212 PP.

Gene Klann and
The Center for Creative Leadership

HD57.7.K66 1990

FORCE FOR CHANGE, A: HOW LEADERSHIP DIFFERS FROM MANAGEMENT

Building upon his landmark analysis of the job of the general manager and his influential work on leadership, power, and influence, John Kotter now focuses on the human factors which bring change.

192 PP.

John Kotter

HD57.7.K665 1999

JOHN P. KOTTER ON WHAT LEADERS REALLY DO

In this collection of John Kotter's acclaimed Harvard Business Review articles, is an astute assessment of the real work of leaders, as only he can offer. To complement these articles, Kotter also contributes a new introduction, a thoughtful reflection on the themes that have developed throughout his work. Convinced that most organizations today lack the leadership they need, Kotter's mission is to help us better understand what leaders-real leaders-do.

184 PP.

John P. Kotter

HD57.7.K678 1993

CREDIBILITY: HOW LEADERS GAIN AND LOSE IT, WHY PEOPLE DEMAND IT

Credibility shows why leadership is above all a relationship--with credibility as the cornerstone. The authors reveal the six key disciplines and related practices that strengthen a leader's capacity for developing and sustaining credibility.

332 PP.

James Kouzes and
Barry Posner

HD57.7.K68 1995

LEADERSHIP CHALLENGE, THE: HOW TO GET EXTRAORDINARY THINGS DONE IN ORGANIZATIONS

This book captures the continuing interest in leadership as a critical aspect of human organizations. It offers a broader scope for viewing leaders in every industry and all walks of life, including the education and nonprofit fields.

403 PP.

James M. Kouzes and
Barry Z. Posner

HD57.7.K684 2010

TRUTH ABOUT LEADERSHIP, THE: THE NO-FADS, HEART-OF-THE-MATTER FACTS YOU NEED TO KNOW

A fresh look at what it means to lead from two of the biggest names in leadership. In these turbulent times, when the very foundations of organizations and societies are shaken, leaders need to move beyond pessimistic predictions, trendy fads, and simplistic solutions. They need to turn to what's real and what's proven. In their engaging, personal, and bold new book, Kouzes and Posner reveal ten time-tested truths that show what every leader must know, the questions they must be prepared to answer, and the real-world issues they will likely face.

197 PP.

James M. Kouzes and
Barry Z. Posner

HD57.7.L48 2009

LEADER OF THE FUTURE 2, THE: VISIONS, STRATEGIES, AND PRACTICES FOR THE NEW ERA

"The Leader of the Future 2" follows in the footsteps of the international bestseller "The Leader of the Future". In twenty-seven inspiring and insightful essays, this book celebrates the wisdom of some of the most recognized thought leaders of our day who share their unique vision of leadership for the future.

336 PP.

Frances Hesselbein and
Marshall Goldsmith, Editors

HD57.7.M3924 2005

LEADING WITH QUESTIONS: HOW LEADERS FIND THE RIGHT SOLUTIONS BY KNOWING WHAT TO ASK

Based upon interviews with scores of leaders who "lead with questions," this book presents the power of asking the questions that lead to real solutions and answers in today's complicated world of business. When, how, why, and where to lead with questions are described and exemplified.

216 PP.

Michael J. Marquardt

HD57.7.M39257 2008

EVALUATING THE IMPACT OF LEADERSHIP DEVELOPMENT

This is a step-by-step guidebook for creating and implementing evaluation of leadership development systems. Approaching issues from an evaluative perspective enables leadership development professionals to consider multiple perspectives and draw lessons as a natural part of the way work is done.

160 PP.

Kelly M. Hannum and
Jennifer W. Matineau

HD57.7.M3937 1998

21 IRREFUTABLE LAWS OF LEADERSHIP, THE: FOLLOW THEM AND PEOPLE WILL FOLLOW YOU

The author has combined insights learned from his thirty-plus years of leadership successes and mistakes with observations from the worlds of business, politics, sports, religion, and military conflict. The result is a revealing study of leadership delivered as only a communicator like Maxwell can.

233 PP.

John C. Maxwell

HD57.7.M3938 2002

21 IRREFUTABLE LAWS OF LEADERSHIP WORKBOOK, THE: FOLLOW THEM AND PEOPLE WILL FOLLOW YOU

The author has combined insights learned from his thirty-plus years of leadership successes and mistakes with observations from the worlds of business, politics, sports, religion, and military conflict. The result is a revealing study of leadership delivered as only a communicator like Maxwell can.

249 PP.

John C. Maxwell

HD57.7.M39383 2005

360 DEGREE LEADER, THE: DEVELOPING YOUR INFLUENCE FROM ANYWHERE IN THE ORGANIZATION

Leadership mega-guru Maxwell taps a rich vein of corporate angst: the plight of the "middle manager", saddled with responsibilities but lacking real power, torn by conflicting tasks and time-management dilemmas, seething with thwarted ambition. Maxwell tells "middle managers" to work diligently in subordinate positions, support the CEO's vision, find the good in incompetent or malevolent leaders, infiltrate their bosses' emotional lives and "stand up for your leader whenever you can.

315 PP.

John C. Maxwell

HD57.7.M394 1993

DEVELOPING THE LEADER WITHIN YOU

"Developing the Leader Within You", allows readers to examine how to be effective in the highest calling of leadership by understanding the five characteristics that set "leader managers" apart from "run-of-the-mill

managers." The author examines the differences between leadership styles, outlines principles for inspiring, motivating, and influencing others.
207 PP.

John C. Maxwell

HD57.7.M7524 1999

21 INDISPENSABLE QUALITIES OF A LEADER, THE: BECOMING THE PERSON OTHERS WILL WANT FOLLOW

"Everything rises and falls on leadership," says Dr. Maxwell, "but knowing how to lead is only half the battle. Understanding leadership and actually leading are two different activities." Dr. Maxwell explains that the key to transforming yourself from someone who understands leadership to a person who successfully leads in the real world is character. Your character qualities activate and empower your leadership ability, or they can stand in the way of your success!

157 PP.

John C. Maxwell

HD57.7.N367 1992

VISIONARY LEADERSHIP: CREATING A COMPELLING SENSE OF DIRECTION FOR YOUR ORGANIZATION

The author shows why vision is the key to leadership, and demonstrates how any leader can use a logical, step-by-step process to create and implement a powerful new sense of direction in his or her organization.

256 PP.

Burt Nanus

HD57.7.P10 1989

POSITIVE LEADERSHIP: HOW TO BUILD A WINNING TEAM

242 PP.

Mike Pegg

HD57.7.P354 2002

LEADER'S EDGE, THE: SIX CREATIVE COMPETENCIES FOR NAVIGATING COMPLEX CHALLENGES

The Leader's Edge offers a breakthrough approach to dealing with such situations, showing how to tap into a set of unique creative competencies that are necessary to survive and thrive in this turbulent environment.

304 PP.

Charles J. Palus and
David M. Horth

HD57.7.T385 2011

CONNECTING TOP MANAGERS: DEVELOPING EXECUTIVE TEAMS FOR BUSINESS SUCCESS

Improving executive teamwork is the fastest, best way to improve engagement, retention, productivity, agility, and overall business performance. Now, two renowned leadership consultants show how to objectively assess current leadership team performance move individual superstars towards wholehearted collaboration overcome disconnects between leadership and everyone else and translate leadership team excellence into extraordinary results.

257 PP.

Jim Taylor and
Lisa Haneberg

HD57.7.T496 2007

JUDGMENT: HOW WINNING LEADERS MAKE GREAT CALLS

Leadership gurus Tichy and Bennis examine the critical role judgment plays in effective leadership. Calling judgment the essence of leadership, they identify three judgment domains that can undermine any leader's success and explore such challenges as selecting the top team, CEO succession, and crisis as a leadership development

392 PP.

Noel M. Tichy and
Warren Bennis

HD57.7.T69 1997

FIVE-STAR LEADERSHIP: THE ART AND STRATEGY OF CREATING LEADERS AT EVERY LEVEL

All veterans know that leadership, at its best, is never autocratic, abusive, or arbitrary. Rather, it relies on commitment, communication, and character. To anyone interested in what the pros have to say about leadership, this book is readable and well-researched book. Everyone from a CEO of a corporation to middle managers to administrative assistants can glean valuable insights on leadership issues from this comprehensive work.
272 PP.

Patrick Townsend and
Joan E. Gebhardt

HD57.7.U444 2008

LEADERSHIP CODE, THE: THE FIVE RULES TO LEAD BY

In The Leadership Code, the authors break down great leadership into day-to-day actions, so that you know what to do Monday morning. Crack the leadership code--and take your leadership to the next level.

190 PP.

Dave Ulrich et al.

HD57.7.U45 1999

RESULTS-BASED LEADERSHIP: HOW LEADERS BUILD THE BUSINESS AND IMPROVE THE BOTTOM LINE

Results-Based Leadership brings a refreshing clarity and directness to the leadership discussion, providing a hands-on program to help executives succeed with their leadership challenges.

256 PP.

Dave Ulrich, et al

HD57.7.W37 2001

TAKING CHARGE IN YOUR NEW LEADERSHIP ROLE: A WORKBOOK

This workbook provides step-by-step guidelines that will help managers at all levels prepare for, and make, successful transitions. By systematically focusing on four core transition management challenges-learning, influence, design, and self-management-it provides a roadmap for diagnosing the situation, developing priorities, and planning to get early wins.

191 PP.

Michael Watkins

HD57.7.W38 2003

FIRST 90 DAYS, THE: CRITICAL SUCCESS STRATEGIES FOR NEW LEADERS AT ALL LEVELS

Written by noted leadership transition expert Michael Watkins, The First 90 Days outlines proven strategies that will dramatically shorten the time it takes to reach what Watkins calls the "breakeven point": the point at which your organization needs you as much as you need the job.

253 PP.

Michael Watkins

HD57.7.W56 2004

BUILDING THE BRIDGE AS YOU WALK ON IT: A GUIDE FOR LEADING CHANGE

The author's work captures a crucial truth about great leadership--that is about who we are and not what we do. In facing our fears and harnessing our uniqueness, we bring forth the capacity for inspired and for enduring change.

44 PP.

Robert E. Quinn

HD57.7B46 1993

LEADERS: THE STRATEGIES FOR TAKING CHARGE

In this illuminating study of corporate America's most critical issue leadership world-renowned leadership guru Bennis and his co-author, Nanus reveal the four key principles every manager should know: attention through vision, meaning through communication, trust through positioning, and the deployment of self.

256 PP.

Warren Bennis and
Burt Nanus

HD57.7LD4355 2004

LEADERSHIP: SUCCEEDING IN THE PRIVATE, PUBLIC AND NOT-FOR-PROFIT SECTORS

The contributors to this wide-ranging volume seek to define exactly what leadership is or should be, and how to effectively develop it. Guided by an unusual framework that looks at leadership across different sectors and functions, they examine what they view as the major leadership challenges in highly visible for-profit, not-for-profit, and government organizations throughout the world. Their insights will prove equally useful as a general survey of leadership problems for executive policy makers, and for undergraduate and graduate students in the specific fields examined in the text.

427 PP.

Ron R. Sims, Scott A. Quatro and Richard Cullins

HD57.8.B465 2005

REINVENTING LEADERSHIP: STRATEGIES TO EMPOWER THE ORGANIZATION

The names on the cover virtually ensure this collection of conversations will appeal to the business crowd. Bennis, author of *On Becoming a Leader*, and Townsend, who wrote *Up the Organization*, chat about the qualities that should characterize today's corporate leaders. The conversations, albeit witty and wise, reveal little that previous writings and prior authors haven't already explored. The appendix, a 21-day plan for becoming a more effective leader, is definitely no substitute for years of experience and introspection.

208 PP.

Warren G. Bennis and
Robert Townsend

HD6054.3.Z53 2000

WOMEN AND THE LEADERSHIP Q: THE BREAKTHROUGH SYSTEM FOR ACHIEVING POWER & INFLUENCE

Every woman has leadership skills within her. The self-assessment tests, exercises, and profiles in *Women and the Leadership Q* will bring your skills into the open and help you create your own roadmap to career fulfillment and success. Success secrets of today's most accomplished women: ABC journalist Diane Sawyer, Maryland Lieutenant Governor Kathleen Kennedy Townsend, and Fortune president Jolene Sykes, have worked to identify their personal strengths, overcome their weak spots, and carve their own path to unqualified success. Now, let author Shoya Zichy's innovative, interactive Leadership Q Self-Assessment system reveal your leadership personality.

310 PP.

Shoya Zichy

HD66.C16 2000

LISTEN UP LEADER: PAY ATTENTION, IMPROVE AND GUIDE

This book contains practical advice for anyone in management who wants to get the best from their associates.

56 PP.

David Cottrell

HD69.G10.B8 2007

LEADERSHIP NETWORKING: CONNECT, COLLABORATE, CREATE

Networking is essential to effective leadership in today's organizations. Leaders who are skilled networkers have access to people, information, and resources to help solve problems and create opportunities. Leaders who neglect their networks are missing out on a critical component of their role as leaders.

32 PP.

Curt Grayson and
David Baldwin

HD9696.L10 2005

LEAD THE WAY: BUILDING EFFECTIVE FEDERAL SUPERVISORY SKILLS

This book will help federal supervisors and managers enhance their leadership skills in 6 key areas: performance enhancement, communication, delegation and work assignment, time management, team building, and running effective meetings.

71 PP.

Herb Levine, Editor

HD9710.5.U54H3778 2000

MORE THAN A MOTORCYCLE: THE LEADERSHIP JOURNEY AT HARLEY-DAVIDSON

More Than a Motorcycle is the story behind the story of the purposeful transformation of an American icon, as told by the two individuals most deeply involved in that decade-long process. The book chronicles the victories and setbacks along Harley's difficult journey from a traditional "command-and-control" culture to an open, participative learning environment.

278 PP.

Rich Teerlink and
Lee Ozley

HF5549.12.A525 2007

GROWING GREAT EMPLOYEES: TURNING ORDINARY PEOPLE INTO EXTRAORDINARY PERFORMERS

The management lessons Andersen distills from her career as a consultant to corporations like MTV and Bank of America are not innovative most executives have heard about the importance of listening and establishing clear lines of communication. The centerpiece of her technique is a form of personality typing developed in the 1960s to measure workers based on their assertiveness, responsiveness and versatility.

304 PP.

Erika Andersen

HF5549.12.T727 1992

10 STEPS TO EMPOWERMENT: A COMMON-SENSE GUIDE TO MANAGING PEOPLE

163 PP.

Diane Tracy

HF5549.C10 2008

LEADERSHIP ENERGY (E=MC2) ..A HIGH VELOCITY FORMULA TO ENERGIZE YOUR TEAM, CUSTOMERS AND PROFITS

In this book, along with five key energy conductors that generate the energy necessary to achieve your organizational goals, you will also discover some surprising drains on the energy that exists within your organization.

112 PP.

David Cottrell

HF5549.C11 2003

PERILS OF EMPOWERMENT, THE: ENGAGING THE STEWARDSHIP OF EMPLOYEES THROUGH LEADERSHIP AND EFFECTIVE MANAGEMENT

In this book you may see a reflection of self, as it seems we all need to find more energy and joy in what we do. Most of what is missing has to do with how organizations drive the workforce to get things done. This book is about leadership and personal change. It is about common sense above rules and metrics, and it is about effective rather than justifying one's existence.

158 PP.

John A. Cook

HF57.7.H399 2002

LEADERSHIP ON THE LINE: STAYING ALIVE THROUGH THE DANGERS OF

The authors marshal a half century of combined teaching and consulting experience to show that it is possible to put ourselves on the line, respond effectively to the risks, and live to celebrate our efforts. With compelling examples including the presidents of countries and the presidents of organizations, everyday managers and prominent activists, politicians and parents, the authors illustrate proven strategies for surviving and thriving amidst the dangers of leading.

252 PP.

Donald A. Heifetz and
Marty Linsky

HM1261.L68 2009

PURPOSE LINKED ORGANIZATION, THE: HOW PASSIONATE LEADERS INSPIRE WINNING TEAMS AND GREAT RESULTS

The authors offer easily implementable ways to channel the power of each individual's passions in a positive, purposeful direction. You'll understand how to link skills, values, and passions to performance and how doing so will bring the results your organization can't afford to be without.

256 PP.

Alaina Love and
Marc Cugnon

HM1261.M3897 2002

LEADERSHIP 101: WHAT EVERY LEADER NEEDS TO KNOW

Maxwell offers powerful inspiration that will challenge readers to reach for excellence in leadership. Quotes from well-known leaders, past and present, provide a quick and ready source of powerful nuggets of truth about leaders and leadership.

116 PP.

John C. Maxwell

HM1261.R38 2008

STRENGTHS BASED LEADERSHIP: GREAT LEADERS, TEAMS, AND WHY PEOPLE FOLLOW

The book identifies three keys to being a more effective leader: knowing your strengths and investing in others' strengths, getting people with the right strengths on your team, and understanding and meeting the four basic needs of those who look to you for leadership. As you read Strengths Based Leadership, you'll hear firsthand accounts from some of the most successful organizational leaders in recent history, from the founder of Teach For America to the president of The Ritz-Carlton, as they discuss how their unique strengths have driven their success. Filled with novel research and actionable ideas, Strengths Based Leadership will give you a new road map for leading people toward a better future.

266 PP.

Tom Rath and
Barry Conchie

HV6432.7.G585X 2002

LEADERSHIP

Giuliani discusses how the leadership skills he practices can be employed successfully by anyone who has to run anything. After all, until the September 11 attacks on the World Trade Center pushed him into an unwanted role in history, Giuliani was only months away from leaving office with a reputation as one of the most effective mayors New York had ever seen.

407 PP.

Rudolph W. Giuliani

JF1525.L4.K64 1997

TRANSFORMATIONAL LEADERSHIP IN GOVERNMENT

If you are in government management - any level and type - this book is designed to help you become a more effective, quality leader. Here is your personal guide to becoming an empowerment leader. Learn how to redirect and re-energize leadership in government.

184 PP.

Jerry W. Koehler and
Joseph M. Pankowski

JK421.G48 2005

GETTING RESULTS: A GUIDE FOR FEDERAL LEADERS AND MANAGERS

Getting Results is an integrated compilation of practical advice on how career and appointed leaders and managers can better manage for results, and how Congress, the media and the public can support and critique performance. The advice is non-political and non-partisan, reflecting the time-tested judgments of a broad cross section of experienced government leaders.

312 PP.

Barry White and
Kathryn E. Newcomer, Editors

LB2806.F794 2002

LEADING IN A CULTURE OF CHANGE

This book offers new and seasoned leader's insights into the dynamics of change and presents a unique and imaginative approach for navigating the change process. He draws on the most current ideas and theories on the topic of effective leadership, incorporates case examples of large scale transformation, and reveals a remarkable convergence of powerful themes or competencies.

162 PP.

Michael Fullan

Q158.5.W47 1999

LEADERSHIP AND THE NEW SCIENCE: DISCOVERING ORDER IN A CHAOTIC WORLD

Based on new science theories, this innovative management book sheds light on the issues that affect organizations most--order and change, autonomy and control, structure and flexibility, planning and innovation.

200 PP.

Margaret J. Wheatley

UG793.G65 2001

SHARING SUCCESS OWNING FAILURE: PREPARING TO COMMAND IN THE TWENTY-FIRST CENTURY AIR FORCE

The single most important element of success is leadership. Leaders inspire others to achieve beyond their own self-imposed potential. The expectations of both leader and follower play key roles in the development of leadership, as do the leader's vision, the working environment, and the example established by the leader.

114 PP.

David C. Goldfein

VG50.P49 2003

CHARACTER IN ACTION: THE U.S. COAST GUARD ON LEADERSHIP

If you think it is a primer on leadership, it is not. What it is... is a great book about an organization that serves incredible service to our country with very few people and very little money. Are people in the Coast Guard perfect? NO! And in spite of that, their HONOR, RESPECT, and DEVOTION TO DUTY help them pull together to make things work- often in spite of incredible odds!

152 PP.

Donald T. Phillips and
James M. Loy

VG53.P49 2003

CHARACTER IN ACTION: THE U.S. COAST GUARD ON LEADERSHIP

This case study in leadership uses the Coast Guard as an example for other organizations who want to imbue leadership to every single one of its members. An effective leadership beacon, the book is replete with tangible examples, vivid anecdotes, and explicit guidelines on how to instill leadership throughout an entire organization.

264 PP.

Donald T. Phillips with
Adm. James M. Loy

Management

BF378.E94H37 2008

HOW TO BE AN EXPERT ON ANYTHING IN 2 HOURS

This field-tested book gives readers a comprehensive process for quickly taking in small amounts of information in a given area and knowing how to use it to convey familiarity. The book allows readers to generate amazing rapport with anyone by honing in on the one subject that interests them most: their own area of expertise. This field-tested book gives readers a comprehensive process for quickly taking in small amounts of information in a given area and knowing how to use it to convey familiarity.

246 PP.

Gregory Hartley and

HD31.A73 2008

HOW TO BE AN EVEN BETTER MANAGER: A COMPLETE A-Z OF PROVEN TECHNIQUES AND ESSENTIAL SKILLS

A practical and straightforward guide to successful management, written with the benefit of over thirty years' experience. This book covers 50 specific area of management in a clear and relevant way. Each is self-contained, but fall into three categories: Managing people, Managing activities and processes, and Managing and developing yourself.

336 PP.

Michael Armstrong

HD31.B527 1981

ONE MINUTE MANAGER, THE: THE WORLD'S MOST POPULAR MANAGEMENT A phenomenon when first published, the strategies of One Minute Management are as timely as ever, and will remain so as long as job satisfaction, employee morale, and profit and productivity building are top workplace priorities. For any manager striving to get the most from people, The One Minute Manager is an indispensable success tool.

11 PP.

Kenneth Blanchard and
Spencer Johnson

HD31.B528 1984

PUTTING THE ONE-MINUTE MANAGER TO WORK

Turns the three secrets of One Minute Management into day-to-day skills and shows how they can work in real-life situations, from boardrooms to assembly lines. Examples illustrate how to change the way America runs its business.

112 PP.

Kenneth Blanchard

HD31.B54 1993

STEWARDSHIP: CHOOSING SERVICE OVER SELF INTEREST

The book covers redesigning management practices. By replacing self-interest, dependency, and control with service, responsibility, and partnership, Block believes we can increase productivity and enable democracy and economic success to thrive in our organizations.

256 PP.

Peter Block

HD31.B626 2002

EXECUTION: THE DISCIPLINE OF GETTING THINGS DONE"

Execution", it is a unique and indispensable guide to corporate strategy that focuses on the quality most essential to every business -- the ability to get things done. This book shows how to get the job done and deliver results . . . whether you're running an entire company or in your first management job.

278 PP.

Larry Bossidy and
Ram Charan

HD31.B85246 2008

ESSENTIAL MANAGEMENT TOOLBOX, THE: TOOLS, MODELS AND NOTES FOR MANAGERS AND CONSULTANTS

The depiction of the content with diagrams aids the process of quick reference and ease of understanding. The tools and techniques can be utilized across the whole range of organizational sectors, both private and public. The purpose is not to short cut formal learning. It is to provide easy access to a 'toolbox' of tried and tested management approaches through a collection of models, tools, and occasional brief notes which consultants, managers, and scholars can use in a practical way.

360 PP.

Simon A. Burtonshaw-Gunn

HD31.G438 1997

LIVING COMPANY, THE: HABITS FOR SURVIVAL IN A TURBULENT BUSINESS ENVIRONMENT

The author draws a sharp distinction between "living companies," the purpose of which is to fulfill their potential and perpetuate themselves as ongoing communities, and "economic companies," which are in business solely to

produce wealth for a small group of individuals.
240 PP.

Arie de Geus

HD31.K10 2010

8 ESSENTIAL SKILLS FOR SUPERVISORS AND MANAGERS, THE

If you are a new supervisor, a recently promoted manager, a team member who is now leading the team, or a project worker who has responsibility for managing several projects with other independents, then this book is for you. That's because this book gives you the keys to success - the 8 Essential Skills for Supervisors & Managers. The job of first-line supervisor and middle-manager (the first and second rungs on the ladder of organizational management) are the most difficult and challenging positions in any organization. These positions are frequently the most overlooked when it comes to recognition, often receive too little information about most aspects of the organization's strategy, and yet are relied upon to manage the employees who must implement that strategy on a day-to-day basis.
381 PP.

Paul Knudstrup

HD31.K467 1984

BEYOND THE QUICK FIX: MANAGING FIVE TRACKS TO ORGANIZATIONAL SUCCESS

322 PP.

Ralph H. Kilmann

HD31.K5983 2001

FREEDOM AND ACCOUNTABILITY AT WORK: APPLYING PHILOSOPHIC INSIGHT IN THE REAL WORLD

This book reveals how you can make the transition from a science- and psychology-based view of the world to an understanding based on philosophy and the search for meaning and ethics.
464 PP.

Peter Koestenbaum and
Peter Block

HD31.R797 2005

MANAGEMENT: SKILLS AND APPLICATION [11th Edition]

This edition of our classic Rue & Byars text is a departure. The book continues its tradition of presenting principles of management in a very straightforward and accessible manner, focusing on the skills that are needed to become a successful manager.

458 PP.

Leslie W. Rue and
Lloyd L. Byars

HD38.2.B83 1999

FIRST, BREAK ALL THE RULES: WHAT THE WORLD'S GREATEST MANAGERS DO DIFFERENTLY

In this program the authors explain how the best managers select an employee for talent rather than for skills or experience; how they set expectations; how to motivate people by building on each person's unique strengths; and, finally, how great managers find the right fit for each person, not the next rung on the ladder.

271 PP.

Marcus Buckingham and
Curt Coffman

HD38.2.H208 2010

HIGH IMPACT MIDDLE MANAGER, THE: POWERFUL STRATEGIES TO THRIVE IN THE MIDDLE In most organizations, middle managers are in the best position to positively impact business results. Yet, for most of these uniquely talented business professionals, this opportunity is lost. The High Impact Middle Manager offers a powerful set of practices that will transform these key organizational players from task and crisis managers to strategic business partners. From understanding their true organizational role, to planning and demonstrating business results, to improving time and project management techniques, to optimizing performance and leadership capability, this book provides all the tools, direction, and encouragement needed for a life changing journey to change and career success.

214 PP.

Lisa Haneberg

HD38.2.H25 2004

H.I.M.M. HIGH IMPACT MIDDLE MANAGEMENT: SOLUTIONS FOR TODAY'S BUSY MANAGERS

According to the author, keeping people great depends on the success of middle managers - those who have the power to either execute positive results or cause a company to stagnate. High impact middle managers are timely and on target, know how to think strategically and transition well between tasks, and their ideas are provocative in ways that help move work forward. The author adds that they also "produce results and imbue the workplace with energy."

240 PP.

Lisa Haneberg

HD38.2.T85 2007

IT'S OKAY TO BE THE BOSS: THE STEP-BY-STEP GUIDE TO BECOMING THE MANAGER YOUR EMPLOYEES NEED Anyone with the desire to become a great boss will find here the inspiration, motivation, and empowerment not only to succeed but also to excel. Bruce Tulgan is a great teacher and coach with a positive and disciplined approach that builds the confidence and courage to take charge. Everyone benefits-boss, manager, and employee-but only if the boss knows it's okay to be the boss.

196 PP.

Bruce Tulgan

HD38.A10 1992

MANAGING UPWARD: STRATEGIES FOR SUCCEEDING WITH YOUR BOSS With over 200 titles in print, the acclaimed Crisp 50-Minute series presents self-paced learning at its easiest and best. These comprehensive self-study books for business or personal use are filled with exercises, activities, assessments, and case studies that capture your interest and increase your understanding.

118 PP.

Patty Hathaway and
Shubert Hathaway

HD38.L3867 2000

SMART QUESTIONS: THE ESSENTIAL STRATEGY FOR SUCCESSFUL MANAGERS

Called "a must" by Norman Vincent Peale, this definitive guide shows you how to ask for the most from your staff-and get it!

336 PP.

Dorothy Leeds

HD38.S10 2006

NEW MANAGER'S HANDBOOK, THE: 24 LESSONS FOR MASTERING YOUR NEW ROLE "The New Manager's Handbook" explains the rules of this new game, and gives you invaluable tips and pointers for teaming with your employees while inspiring them to breakthrough performance and results.

108 PP.

Morey Stettner

HD41.P668 1998

COMPETITIVE ADVANTAGE: CREATING AND SUSTAINING SUPERIOR PERFORMANCE In this book the author focuses on the business itself. The book is based on the activity-based theory of the firm. Activities are what generate cost and create value for buyers/customers, and are the basic units for competitive advantage.

557 PP.

Michael E. Porter

HD57.7.N36 1989

LEADER'S EDGE, THE: THE SEVEN KEYS TO LEADERSHIP IN A TURBULENT WORLD

192 PP.

Burt Nanus

HD57.7.L387 2000

REAL WORK OF LEADERS, THE: A REPORT FROM THE FRONT LINE OF MANAGEMENT

Besides exhorting them to stand on the balcony and promote dialogue after they get back down, Laurie urges today's executives to undertake the real work of: communicating what's real; clarifying competing values; supporting changes in values; regulating distress; and making everyone in the company collectively responsible.
203 PP.

Donald L. Laurie

HD57.7.U83 2003

LEADING UP: HOW TO LEAD YOUR BOSS SO YOU BOTH WIN

The author used stories to provide examples of leadership in extreme situations using diverse stories from throughout the ages to show both good and bad examples of "leading up." He includes leadership lessons to reinforce the value of the stories and highlight particular points. An integral ingredient throughout the leadership lessons is communications.

324 PP.

Michael Useem

HD58.8.M13 2005

MANAGING IN TIMES OF CHANGE: 24 TOOLS FOR MANAGERS, INDIVIDUALS, AND TEAMS

When change affects an organization, leaders-from the top executive to line supervisors-need to demonstrate effective leadership skills as never before. "Managing in Times of Change" shows how to help your workforce realize the benefits of change and flourish within their new environment and responsibilities.

54 PP.

Michael D. Maginn

HD58.87.A53 2007

BUSINESS PROCESS IMPROVEMENT TOOLBOX [2nd Edition]

This best-seller is fully revised and updated! Its goal is still to give readers practical insight into how they can create a coherent business process improvement system. The author works from the premise that consistently working on improving various aspects of how things are done, large and small, is the key to success for any organization.

312 PP.

Bjorn Andersen

HD69.C6A698 2000

FLAWED ADVICE AND THE MANAGEMENT TRAP: HOW MANAGERS CAN KNOW WHEN THEY'RE GETTING GOOD ADVICE AND WHEN THEY'RE NOT

By applying a disciplined critique to numerous representative examples of advice about leadership, learning, change, and employee commitment, Argyris shows readers how to be more critical of the advice they are given, how to learn new approaches for appraising employee performance, and how to generate an internal commitment to values and better strategy.

262 PP.

Chris Argyris

HD70.U5.C59 2004

OZ PRINCIPLE, THE: GETTING RESULTS THROUGH INDIVIDUAL AND ORGANIZATIONAL ACCOUNTABILITY

A decade ago, "The Oz Principle" took the business world by storm. At its root, the principle works like this: Like Dorothy and the gang in "The Wizard of Oz", most businesspeople have the tools to succeed, but when things go wrong they blame circumstance or others instead of looking within for the true cause of unsatisfactory results. Once individuals learn to accept responsibility, they can use the Oz Principle to become better leaders.

234 PP.

Roger Connors, et al

HD70.U5C49 1995

REENGINEERING MANAGEMENT: THE MANDATE FOR NEW LEADERSHIP

In Reengineering Management, Champy discusses the challenges managers face in trying to function in the reengineered workplace. At the heart of the manager's dilemma is the loss of authority and control, which in the new workplace must be delegated.

240 PP.

James Champy

HD800.FMG12 2012

2012 FEDERAL MANAGER'S GUIDE: GETTING THE MOST OF YOUR EMPLOYEES AND YOUR CAREER

This book is the ultimate management tool for any manager or supervisor in the federal government. A smooth-running federal government is dependent upon each manager's supervisory skills in many areas. It explains all the rules and regulations you need to follow, so you make decisions that treat every employee fairly and consistently from FMLA requests and termination notices, to disability accommodation, computer misuse, and more.

299 PP.

LRP Publications

HD9696.2.2U64I2545 2002

WHO SAYS ELEPHANTS CAN'T DANCE?: INSIDE IBM'S HISTORIC TURNAROUND

The story of an extraordinary turnaround, a case study in managing a crisis, and a thoughtful reflection on the computer industry and the principles of leadership. This book takes readers into the world of IBM's CEO, Gerstner recounts the meetings and explains the no-turning-back decisions that had to be made. He offers his hard-won conclusions about the essence of what makes a great company run.

372 PP.

Louis V. Gerstner, Jr.

HF5384.H55 2003

BECOMING A MANAGER: HOW NEW MANAGERS MASTER THE CHALLENGES OF LEADERSHIP

This guide for novice managers analyzes the experiences of 19 beginning managers, emphasizing their new understandings of leadership, strategies for coping with stress, and creation of new identities. Hill (business administration, Harvard Business School) offers advice on dealing with organizational politics, team building, and preparations for leadership.

419 PP.

Linda A. Hill

HF5414.7.N67 2000

CUSTOMER AND SUPPLIER INNOVATION TEAM GUIDEBOOK, THE

Provides a guide to be used by audit program managers and internal auditors for performing effective internal audits. The book introduces innovative material concerning internal auditing concepts and management issues. The author uses practical examples to help internal auditors focus on performing audits.

259 PP.

Patrick H. Norausky

HF5415.153.N475 2000

NEW PRODUCT DEVELOPMENT: STRATEGIES FOR SUPPLIER INTEGRATION

Written by a team of experts in the new product development field, this book is based on a three year study at Michigan State University that investigated the integration of suppliers into new product development, and provides a complete how-to guide for establishing new supplier strategies.

320 PP

Robert M. Monczka, et al

HF5549.12.M354 2002

SET-UP-TO-FAIL SYNDROME, THE: HOW GOOD MANAGERS CAUSE GREAT PEOPLE TO FAIL

The Set-Up-to-Fail Syndrome, by Jean-Francois Manzoni and Jean-Louis Barsoux, looks into the negative dynamics that unintentionally but unequivocally define far too many relationships between bosses and the people who report to them. More importantly, it also proposes ways to attack the problem where it exists and to keep it from occurring elsewhere.

280 PP.

Jean-Francois Manzoni and
Jean-Louis Barsoux

HF5549.12.N53 1993

PARTNERING WITH EMPLOYEES: A PRACTICAL SYSTEM FOR BUILDING EMPOWERED EMPLOYEES

Using hands-on interactive exercises and adaptable fill-in-the-blank agreements, Nielsen demonstrates how to initiate and develop a uniquely tailored partnering system--from creating an accurate job description and negotiating realistic support and achievement expectations to reviewing results and exchanging feedback as a team.

30 PP.

Duke Nielsen

HF5549.12.S88 2010

GOOD BOSS, BAD BOSS: HOW TO BE THE BEST: AND LEARN FROM THE WORST

The cost of callous and cruel superiors is considerable: employees with an abusive boss are more likely to work slowly, make deliberate errors, and even suffer heart attacks. Sutton reveals how the best bosses take diverse and intertwined steps to create effective and humane workplaces, and offers tips on taking control, getting and giving credit appropriately, taking responsibility, staying in tune with employees, and squelching your potential inner jerk. Using real-life examples, Sutton teaches his readers to become the boss employees enthusiastically want to work for. This entertaining, satisfying guide is a wakeup call for bosses everywhere--and a survival guide for those who work for them.

306 PP.

Robert I. Sutton

HF5549.5.T7H364 2008

DEVELOPING GREAT MANAGERS: 20 POWER HOUR CONVERSATIONS THAT BUILD SKILLS FAST

Use this set of Power Hour conversations to develop high-profile managers hungry for learning and management excellence, but seriously short on time. Using the increasingly popular informal training approach, Haneberg's Power Hour conversations motivate and focus participants toward the pursuit of excellence. Replete with a facilitator's guide, handouts, and worksheets, this title is aimed at middle and senior level managers in all fields who seek to improve their own performance.

224 PP.

Lisa Haneberg

HF5549.5.W10 2000

MANAGING IN THE NEW ECONOMY: PERFORMANCE MANAGEMENT HABITS TO RENEW ORGANIZATIONS FOR THE NEW MILLENNIUM

This book changes the rules of organizational effectiveness, creating unprecedented opportunity for organizations and managers who are prepared to take it.

Andre de Waal and
Morel Fourman

HF5549.C84286 2005

FIRST FOUR WEEKS, THE: A GUIDE FOR THE NEW FEDERAL SUPERVISOR

This book is federal-specific and gives the new federal supervisor practical and prescriptive guidance for the steps he or she must follow to start out right. Starting off right with both the new subordinates and higher management will set the tone for the entire tenure in the job. The new supervisor will need to determine priorities, create the right structure, negotiate performance expectations, set the appropriate tone, and establish credibility with both higher management and subordinates.

154 PP.

Michael Corum

HF5549.E796 2010

MANAGING THE MILLENNIALS: DISCOVER THE CORE COMPETENCIES FOR MANAGING TODAY'S WORKFORCE

"Managing the Millennials" delves into the differences between the generations at work today in businesses around the country, and digs deep to explore what makes the Millennial generation so different from the ones that came before. It identifies nine crucial points of tension that result from clashing value systems among these generations, and then provides nine approaches to resolve clashes, build communication, nurture collaborative teams, and create long-lasting relationships across generations of colleagues.

172 PP.

HF5549.H876 1986

ART OF MANAGING PEOPLE, THE When a manager establishes a friendly yet productive working atmosphere, the benefits to the whole organization are substantial. Letting your workers express their own personalities and maximize their potentials will reduce stress within the work force and create a positive spirit throughout the company and increase the organization's productivity and profitability.
270 PP.

Phillip Hunsaker and
Anthony Alessandra

JF1351.C3526 1995

TRUSTWORTHY GOVERNMENT: LEADERSHIP AND MANAGEMENT STRATEGIES FOR BUILDING TRUST AND HIGH PERFORMANCE

Studies reveal that the majority of U.S. citizens distrust their own government and many public employees do not trust the organizations in which they work. Since trust is central to any organization's achievement of high performance, and high performance is number one on the government reform agenda, it is imperative that government overcome this trust deficit and work to build trust within its ranks.
233 PP.

David G. Carnevale

JF1351.D455 1993

PURSUIT OF SIGNIFICANCE, THE: STRATEGIES FOR MANAGERIAL SUCCESS IN PUBLIC ORGANIZATIONS

This book provides the tools with which to transform hierarchical, rule-bound public bureaucracies into organizations driven by a commitment to common purpose, a concern for high-quality public services, empowerment and shared leadership, a strategy of pragmatic instrumentalism, and a dedication to public service.
300 PP.

Robert B. Denhardt

JK421.D34 2006

FIRST 90 DAYS IN GOVERNMENT, THE: CRITICAL SUCCESS STRATEGIES FOR NEW PUBLIC MANAGERS AT ALL LEVELS This concise, practical book provides a roadmap that will help new government leaders at all levels accelerate their transitions by overcoming nine transition challenges, ranging from clarifying expectations to defining goals to building a team to managing personal stress. The authors also offer detailed strategies for avoiding major transition raps.
176 PP.

Peter H. Daly and
Michael Watkins

JK421.G59 2004

GOVERNING BY NETWORK: THE NEW SHAPE OF THE PUBLIC SECTOR

A fundamental, but mostly hidden, transformation is happening in the way public services are being delivered, and in the way local and national governments fulfill their policy goals. Government executives are redefining their core responsibilities away from managing workers and providing services directly to orchestrating networks of public, private, and nonprofit organizations to deliver the services that government once did itself.
224 PP.

Stephen Goldsmith and
William D. Eggers

PN6231.M2.P4 1969

PETER PRINCIPLE, THE

This book really opens your eyes as to why some people do well as they move up the corporate ladder or why they stagnate. We all reach a level of incompetency that we need to recognize when we have reached it. If we are business owners, that is when we need to be sure we get the managers we need to help us grow the business.
179 PP.

Lawrence J. Peter

RA971.B47 2008

MANAGEMENT LESSONS FROM MAYO CLINIC: INSIDE ONE OF THE WORLD'S MOST ADMIRED SERVICE ORGANIZATIONS

For the first time the May Clinic reveals how this complex service organization fosters a culture that exceeds customer expectations and earns deep loyalty. It explains how the Clinic implements and maintains its strategy, adheres to its management system, executes its care model, and embraces new knowledge - invaluable lessons for managers and service providers of all industries.

276 PP.

Leonard L. Bery and
Kent D. Seltman

Motivation

HD5549.5.M63H47 2008

ONE MORE TIME: HOW DO YOU MOTIVATE EMPLOYEES? The author shows managers how to shift from relying on extrinsic incentives to activating the real drivers of high performance: interesting, challenging work and the opportunity to continually achieve and grow into greater responsibility. The results? An ultra-motivated workforce.

65 PP.

Frederick Herzberg

HF50.5.N45 2001

PLEASE DON'T JUST DO WHAT I TELL YOU!: DO WHAT NEEDS TO BE DONE

Best-selling author Bob Nelson teaches readers how to take more initiative and be rewarded for it! With its inspiring anecdotes and practical advice, Nelson's book is a wonderful resource for people who want their jobs to be more satisfying and for bosses who want to teach their employees to focus on what truly matters.

105 PP.

Bob Nelson

HF5549.5.63T456 2000

INTRINSIC MOTIVATION AT WORK: BUILDING ENERGY AND COMMITMENT

This book is readable, logical, and especially relevant to those concerned with the attraction, retention, and motivation of knowledge workers and the effective management of Generation X employee. This is a must-read for everyone who cares about organizational success and quality of life at work in the future. It's a virtual handbook for the self-managing and their leaders.

143 PP.

Kenneth W. Thomas

HF5549.5.C53F44 2008

MANAGER'S GUIDE TO COACHING, THE: SIMPLE AND EFFECTIVE WAYS TO GET THE BEST OUT OF YOUR EMPLOYEES

Managers are being encouraged to improve employee performance through effective coaching, but so few of them have the time--or the knowledge--it takes to do it successfully. In this helpful manual they guide managers through every step of the coaching process, from problem solving to developing accountability.

229 PP.

Brian Emerson and
Anne Lohr

HF5549.5.D10 1993

MOTIVATING AT WORK: EMPOWERING EMPLOYEES TO GIVE THEIR BEST

Follow these handy tips and you will increase team performance-while making the job more enjoyable for everyone. Become a leader who inspires and rewards employees to give their best. Raise expectations and performance. Learn how to create a motivating workplace. Increase productivity with the LEARN method.

97 PP.

Twyla Dell

HF5549.5.M63B368 2009

MOTIVATE LIKE A CEO: COMMUNICATE YOUR STRATEGIC VISION AND INSPIRE PEOPLE TO ACT!

The most successful leaders seem to possess a remarkable gift for inspiring and motivating people. They are not only hard workers who possess great business minds; they rally others to drive forward with a powerful, common vision. Motivate Like a CEO demonstrates how leaders at every level can develop this skill and use it to bring their teams together around a common purpose.

278 PP.

Suzanne Bates

HF5549.5.M63B83 2001

NOW, DISCOVER YOUR STRENGTHS

This book offers accessible and profound insights on how to turn talents into strengths, and with the immediate "on-line feedback" of StrengthsFinder at its core, Now, Discover Your Strengths, is one of the most groundbreaking and useful business books ever written.

259 PP.

Marcus Buckingham and
Donald O. Clifton

HF5549.5.M63L86 2001

FISH: A REMARKABLE WAY TO BOOST MORALE AND IMPROVE RESULTS

Addressing today's most pressing work issues with an engaging metaphor and an appealing message that applies to anyone in any sector of any organization, Fish! offers wisdom that is easy to grasp, instantly applicable, and profound -- the hallmarks of a true business classic.

112 PP.

Stephen C. Lundin, et al

HF5549.5.M63W54 2002

WHALE DONE: THE POWER OF POSITIVE RELATIONSHIPS

The author shows how to make accentuating the positive and redirecting the negative the best tools to increase productivity, instead of creating situations that demoralize people. These techniques are remarkably easy to master and can be applied equally well at home.

128 PP.

Kenneth Blanchard, et al

HF5549.B10 2002

180 WAYS TO WALK THE MOTIVATION TALK: PROVEN AND PRACTICAL "HOW-TO's" TO ENERGIZE EVERYONE IN YOUR ORGANIZATION

It's one of the most important yet underutilized factors affecting business today. And, fact is, your very success hinges on the ability of leaders throughout your organization to make it happen.

John Baldoni and
Eric Harvey

HF5549.FCC10 2000

WHAT COUNTS: HOW FORWARD-THINKING LEADERS RECOGNIZE AND REWARD EMPLOYEES This book will give both employers with deep pockets, and those who scrape by a way to reward and motivate their employees to do a good day to day job, and to be more productive. While not exhaustive, it is a great (and inexpensive) introduction to taste the good life by winning over your employees.

130 PP.

Franklin Covey Institute

JF1601.M29 2007

MANAGING GOVERNMENT EMPLOYEES: HOW TO MOTIVATE YOUR PEOPLE, DEAL WITH DIFFICULT ISSUES, AND ACHIEVE TANGIBLE RESULTS

The authors 32-year career, which includes service at both the management and executive levels in the Department of Defense, General Service Administration, Federal Energy Administration, and Veterans Health Administration, make Managing Government Employees an extraordinarily credible endeavor. It's a 'must-read' for those contemplating entering management. The authors comments and insights are useful to all managers, particularly first line managers, everywhere.

223 PP.

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END
